

Support services



- Guaranteed response times
- Overview of cases
- Remote health checks
- Analysis of system status
- Preventive maintenance
- On-site assistance



Support services

Tailor made support level agreements

All products and software systems manufactured by Jotron form part of critical communication and safety systems and are required to operate always. A support agreement with Jotron is your insurance in the unlikely event of equipment failure.

To ensure your system is operating at optimum, we can tailor make any support level agreement by choosing and combining the different levels of options we offer.

Benefits at a glance:

- Support with guaranteed response times
- Overview of cases (service level agreement reporting)
- Remote health checks or analysis of system status
- Planned expenses
- Preventive maintenance
- Configuration assistance
- Hardware repair
- Bug fixes

Please choose from the following options:

24/7 problem reporting and online ticketing system through e-mail

Technical phone support during business hours (UTC +1)

Response time on tickets:

Same business day, next business day or within 3 business days

Case reporting

Remote health checks and reports

Repair turnaround time: 7 days, 14 days, 21 days or 28 days

Refresher training for relevant products - knowledge transfer

Onsite support

Scheduled remote maintenance

Midlife upgrade

Shore Based Maintenance (SBM)

Annual fixed rate

The agreements are offered at an annual fixed rate.

Ideally a support agreement should be signed when you order new equipment. Jotron offers the best support prices when the equipment is new.

