

Support services



- Product knowledge
- Dedicated team
- Customized level agreements



Support services

Benefits of having an agreement:

- In-depth product knowledge
- Dedicated team of Support Engineers
- Hardware module support and spare parts
- Problem reporting and ticketing system
- Response time on tickets
- Technical phone support
- Case reporting
- Remote health checks and reports
- Maintenance visit
- Software and firmware bugfixes
- Firmware and software releases
- Midlife upgrade
- Refresher training
- No repair cost
- Repair turn-around time (Jotron equipment)

Customized support level agreements

All products and software systems manufactured by Jotron form part of critical communication and safety systems and are always required to operate as intended.

A support agreement with Jotron is a form of insurance in the unlikely event that equipment fails to perform. Support level agreements are flexible. To ensure a system is operating as optimally as possible, Jotron will customize the agreement by selecting the applicable level options.

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 agreement pricing when the equipment is new.

Please choose from the following options

In-depth product knowledge

During the lifetime of the equipment some of the products within the delivered system will become obsolete. Jotron guarantees the maintenance and the knowledge required to service and support the products in operation at the sites for the duration of the support agreement.

Dedicated team of Support Engineers

Jotron has a dedicated team of Support Engineers that are direct points of contacts to the customers. These Support Engineers are familiar with all Jotron products and systems.

Hardware module support and spare parts

When modules within an installed product change or become obsolete, Jotron offers spare parts or replacement units for the remainder of the support agreement time period.

Problem reporting and ticketing system

When a problem is reported via the website: <https://jotron.com/contact-us/> or by email to: support@jotron.com, an automatically generated email will immediately be sent to the customer.

The email contains a #-code and a unique case number in the subject field. This is necessary for both Jotron and the customer to use in further communication regarding the case. Therefore, keeping the assigned case number in the subject field when replying to support cases via email is recommended.

Ticket response time

All support agreements guarantee an email-response to any ticket within 1-3 business days.

Technical phone support

Technical phone support is offered to the customer during regular working hours. Monday to Friday between 08:00-16:00 (GMT+1), Norwegian time, excluding national holidays.

Case reporting

Jotron compiles an annual report of all cases registered for the equipment covered by the agreement. Annual reports are sent to the customer during the first quarter of each year.



Remote health checks and reports

Annual health checks and reports are done remotely. Health checks require a Support Engineer to remotely connect to the system and review the system status. Based on findings, a report including system status, suggested onsite maintenance tasks and any other relevant information is supplied to the customer.

Maintenance visit

One maintenance visit will be done once a year to one site as agreed with the customer. The agreed onsite visit is limited to 1-3 days, depending on the complexity of the site. A maintenance visit is a proactive onsite activity. A Support Engineer will review the system status, perform required maintenance, and provide a report to the customer no later than one week after the visit. It is necessary for the Jotron support team to be notified prior to the onsite visit if any hardware maintenance is required.

Software firmware bugfixes

Required software updates to correct or improve the system are included. However, this does not include any upgrade(s) for access to new features in the software or products.

Firmware and software releases

All firmware and software releases for minor changes within Jotron products and software are included (*) – excluding third party integration and license fees.

Upgrades or downgrades of Jotron hardware, database and tools are provided with instructions for onsite or remote support if possible (*).

The customer will be contacted and informed of each new software release. The information includes bug fixes and improvements from previous software version, which includes new features when applicable. The customer can then decide to request a software upgrade or wait for the next software release if the new release is not providing any enhancements for the customer.

(*Firmware and software are dependent on the hardware and/or operating system and must be validated for compatibility by Jotron Support. a support agreement does not cover replacement of hardware for compatibility to new versions).

Midlife upgrade

Midlife upgrade of Jotron products requires both hardware and Firmware and must be completed at head-office (Jotron, Norway). Shipping and handling costs are according to Jotron Incoterms.

A midlife upgrade of the equipment will add years to the lifetime of the supplied solution. This activity must be planned together with the customer. There will be a requirement to establish a new project defining the upgrade covered in the support agreement. Generally, this includes refreshing the system with up-to-date hardware and software.

Refresher training

A three-day remote online refresher training will be provided for products covered by this agreement. There are six workstations available: If students can work in teams of two and two, then twelve individuals can participate in remote training. Contact support for a quotations if in-person training at head-office (Jotron, Norway) or onsite training is preferred.

No repair cost

All repair costs can be included for Jotron manufactured products. Shipping and handling according to Jotron Incoterms.

Repair turn-around time (Jotron equipment)

Repair turn-around-time for Jotron products may vary. The customer can choose between a repair period of 14, 21 or 28 days. The number of days reflects the repair period. The repair period is valid from the date of receipt to the date of shipment. The cost for each repair period is different.

Jotron covers the return shipment cost (Incoterms 2020 CIP receiver airport).

