

# Support services



- Product knowledge
- Dedicated team
- Customized level agreements

# Support services

## Advantages:

- In-depth product knowledge
- Dedicated team of Support Engineers
- Hardware module support and spare parts
- Problem reporting and ticketing system
- Response time on tickets

## Options:

- 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)

## Benefits of having an agreement

### In-depth product knowledge

During the lifetime of the equipment, some products within the delivered system may become obsolete. Jotron guarantees the maintenance and expertise 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 are changed or become obsolete, Jotron offers spare parts or replacement units for the remainder of the support agreement 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](mailto:support@jotron.com), an automatically generated email will immediately be sent to the customer. This email contains a unique case number and a thread ID 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.

## 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

### 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 conducted remotely. Health checks require a Support Engineer to connect to the system remotely and review its status. Based on the findings, a report including the system status, suggested onsite maintenance tasks, and any other relevant information is provided to the customer.

### Maintenance visit

One maintenance visit will be conducted annually at a single site, as agreed upon with the customer. The onsite visit will last 1-3 days, depending on the complexity of the site. This 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 within one week of the visit. The Jotron support team must be notified in advance if any hardware maintenance will be required during the visit.

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## 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 integrations and license fees. Upgrades or downgrades of Jotron hardware, databases, and tools are provided with instructions for onsite or remote support, when possible. Firmware and software depend on the hardware and/or operating system and must be validated for compatibility by Jotron Support. The support agreement does not cover hardware replacement for compatibility with new versions.

The customer will be contacted and informed of each new software release, including details on bug fixes and improvements from the previous software version, as well as any new features, if applicable. The customer can then choose to request a software upgrade or wait for the next release if the current update does not provide any relevant enhancements.

## 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 7, 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).