

## ENHANCE YOUR LMR SYSTEM WITH CODANCARE

Ideal for customers who prefer to rely on personalized attention and service providing peace of mind and reliable operations.



CodanCare Operations Support Center



### CODANCARE CUSTOMERS RECEIVE

- 8AM to 8PM EST Monday through Friday Live Helpdesk & Phone Support
- Prioritized troubleshooting with free expedited roundtrip shipping
- Phone-based setup and configuration assistance
- Advanced replacements in event of failure
- Complimentary upgrades to new software features
- Version management tracking your configurations and releases
- Alerts to available Codan software patches and maintenance updates
- Troubleshooting of 3rd-party technology purchased as part of a Codan solution
- A factory training session with a three+ year contract
- Discounts on system design and on-site services
- Additional savings on future CodanCare contracts and system upgrades



### ADDITIONAL OPTIONS

- 24/7 support
- Onsite Troubleshooting and Preventive Maintenance
- Security patching where Information Assurance compliance is a requirement

	Basic Warranty	CodanCare
Helpdesk Support	While under warranty	Dedicated 8am to 8pm EST
Codan Repair for Manufacturing Defect	Up to 3 year	Included
Priority Troubleshooting	No	Yes
Phone-based Setup and Configuration Assistance	No	Yes
Advanced RMA	No	Yes
Free Round-trip RMA Shipping	No	Yes
Complimentary upgrades to future software features	No	Yes
Version Management of Your Configurations	No	Yes
Alerts to Updates	No	Yes
Troubleshooting of 3rd-party Technology	No	Yes
Factory Training with 3+ Year Contract	No	Yes
Discounts on System Design and On-site Services	No	Yes
Savings on Future CodanCare Contracts	No	Yes
Additional Savings on System Upgrades	No	Yes
<b>CodanCare Add-Ons</b>		
On-site Preventive Maintenance	NA	Optional
On-site Troubleshooting	NA	Optional
24/7 Helpdesk	NA	Optional
Information Assurance	NA	Optional



## CONNECT

[CODANCOMMS.COM/LMR](http://CODANCOMMS.COM/LMR)

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