

# LAND MOBILE RADIO WARRANTY

## CODAN CARE: Enhanced Support Options

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Enhance CODAN's industry-leading three year module warranty with additional support options.

In addition to our industry-leading three year module warranty, CODAN is pleased to offer enhanced support options.

### **24/7 Live Support**

In the unlikely event of a major unplanned outage, Codan service agents are available to assist in bringing your network back online.

- We offer up to 24/7 global live support for Severity 1 issues
- Quick critical issue response times
- Remote support available
- Online access to documentation and technical resources

### **Advance RMA and Priority Repair**

If any eligible CODAN equipment requires warranty repair, advance replacement and priority repair options are available.

- Shipment of replacement items once RMA is authorized
- Priority repair resolution

### **Software**

To supplement basic maintenance and patch releases, options are available for:

- Major releases including new functionality
- Minor releases, including feature enhancements
- Information assurance on eligible products

### **Expanded Support Services**

To keep your staff fully trained and your system operating in peak efficiency,

CODAN offers:

- Annual system health and performance reviews
- Annual training
- 24/7 on-site support available

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	STANDARD WARRANTY	CODAN CARE	CODAN CARE+
CODAN Hardware RMA	3 year	Included	Included
Phone Support	Business hours	Business hours	24/7
Response Objective	2 Business days	1 business day	2 hours
Email/Portal	Yes	Yes	Yes
Advance RMA/Priority Repair	N/A	Yes	Yes
Shipping	One-way, standard	One-way, standard	Return, standard
Software Maintenance included	Maintenance releases	Minor releases	Major releases
On-site	N/A	N/A	Option available
Annual system review	N/A	Option available	Included
Annual training	Option available, not included	Held at Codan facility	Held at customer facility
Information Assurance Add-on	N/A	Option available	Option available