

## Product Service & Support

Janam is committed to customer satisfaction and offers flexible, convenient service plans that are carefully structured to meet the diverse needs of our customers.

For enterprises that require comprehensive coverage, fastest possible turnaround time and services such as same-day software application reloading, Janam offers multi-year JanamCare® premium service plans. Comprehensive and basic extended warranty plans are also available.

Coverage and Features	JanamCare® Premium Plus <sup>2</sup>	JanamCare® Premium <sup>2</sup>	Comprehensive Extended Warranty <sup>3</sup>	Basic Extended Warranty <sup>3</sup>	Standard Warranty
Turnaround time (business days)	Spare in the air	2 days	3-5 days	3-5 days	10 days
Comprehensive coverage <sup>1</sup>	●	●	●		
Tier 1 phone support	●	●	●	●	●
Tier 2 phone support	●	●	●	●	
Repair monitoring/reporting	●	●	●	●	
Application reloading	●	●	●	●	
Manufacturer defects only				●	●

<sup>1</sup> Comprehensive coverage covers all failures except crushed units or units submerged in liquid.

<sup>2</sup> JanamCare premier service packages are available for purchase during the first 30 days following product purchase.

<sup>3</sup> Extended Warranty plans are activated 45 days after purchase.

<sup>4</sup> Please check the service policy for specific terms and conditions.

### JanamCare Service Plans Offer:

#### PLAN BENEFITS

- ✓ Fixed repair costs with no surprises
- ✓ Live toll-free telephone support
- ✓ Easy access to expert technicians
- ✓ Quick product replacement/exchanges
- ✓ Rapid application reloading
- ✓ Status tracking
- ✓ Reliable turnaround time

#### EXPERT PRODUCT REPAIR

Janam's expert technical team has extensive experience and will diagnose and resolve problems quickly and professionally. Products are restored to factory specifications via:

- » Repairs, alignments, adjustments, and restorations
- » Product and technology updates

#### FLEXIBLE OPTIONS

JanamCare was developed to provide flexible service options that meet the unique needs of our customers. The options include:

- » Comprehensive coverage — as long as the unit hasn't been submerged or crushed, everything is covered, no questions asked
- » Application reloading — units arrive back to the customer ready to redeploy
- » *Spare in the air* — replacement unit ships as soon as return authorization is granted

#### TWO-DAY IN-HOUSE TURNAROUND TIME

JanamCare provides standard repair with industry-leading two (2) business day turnaround time. Repaired units are returned via ground shipment by Janam, or customers may opt to purchase faster delivery.

#### TELEPHONE SUPPORT

Janam's service depot technicians often catch and fix an issue during the initial phone call, before the unit is returned. Janam's live telephone support is available Monday through Friday from 8:30am to 5:00pm EST\* to provide:

- » Support for current versions of product and Janam-unique software
- » Help in filling out case reports
- » Assistance verifying a product problem
- » Interim software updates, local patches, bypasses, and/or support documentation

For more information, contact your authorized Janam dealer or visit [www.janam.com](http://www.janam.com).

\* Excluding observed holidays.