

Satisfaction Assessment Services

with *The Informant survey system*

PRODUCT PROTECTION

STANDARD WARRANTY

COVERAGE

All SAS hardware, while under contact, will be covered by a standard manufacturer's warranty. This warranty covers any defects in the product or product failure under normal use. The product is not covered for damage caused by water/liquid or physical abuse. It also will not cover lost or stolen hardware.

Any product failing under warranty will be replaced within 72 hours from the time it is received at our manufacturer's facility. If the docking station fails and results in a "system down" situation, LRS will offer advance replacement service, providing replacement product within 48 hours.

PRODUCT REPLACEMENT:

If the survey trays, docking bases, or manager pagers are lost, stolen, or incur damage outside of that covered within the manufacturer's warranty, the client is liable for the repair and/or replacement of that product.

PREMIUM WARRANTY

(Option available for service contracts of 12 months or longer)

COVERAGE

LRS will replace any hardware that is lost, stolen, damaged, or destroyed within 72 hours of receiving the claim form or the damaged product at our facility. This policy will only replace as many items as originally insured. For example: The client contracts for a 10-tray system that includes: 1 docking station, 10 survey trays, and 1 manager pager. During the life of the contract, the policy will replace up to 1 docking station, 10 survey trays, and 1 manager pager. Any replacements beyond the contracted quantities will be subject to the replacement cost illustrated above.

PRICING

The insurance premiums are based on the number of trays in your system and cover all of the hardware. The monthly premium will be added to your monthly service fee.

DATA SECURITY

DATA STORAGE

Data is stored on three separate servers - a main LRS server, an onsite backup and an offsite backup.

DATA TRANSFER

All data is transferred through an encrypted VPN (Virtual Private Network).

DATA PROTECTION

A three-tier architecture is employed to prevent unauthorized access to data.

DATA PRIVACY

LRS adheres to the strictest guidelines regarding customer data. Each customer's proprietary data will not be shared, sold or released without written consent of authorized personnel within your organization.



Long Range Systems UK

Link House, Leek Road, Milton, Stoke on Trent ST2 7AH
Tel 01782 537000 Fax 01782 544810 www.lrspagers.co.uk