

Product Service & Support

PLAN BENEFITS

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

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 2-year and 3-year JanamCare™ premium service plans. A basic annual maintenance plan is also available.

Coverage and Features	JanamCare™ Premium Plus ²	JanamCare™ Premium ²	Basic Annual Maintenance	Standard Warranty
Turnaround time (business days)	Spare in the air	2 days	3-5 days	10 days
Comprehensive coverage ¹	●	●		
Tier 1 phone support	●	●	●	●
Tier 2 phone support	●	●	●	
Repair monitoring/reporting	●	●	●	
2 or 3 year service options	●	●		
Application reloading	●	●	●	
Manufacturer defects only				●

¹ Comprehensive coverage covers all failures except crushed units or units submerged in liquid.

² JanamCare™ premier service packages are available for purchase during the first 30 days following product purchase.

Janam Service Plans Offer:

EXPERT PRODUCT REPAIR

Janam's expert technical team has extensive experience repairing rugged mobile computers 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 software reloading — units arrive back to the customer ready to redeploy immediately
- » *Spare in the air* — a replacement unit is shipped 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.

LIVE 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 8am to 5pm 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

* Excluding observed holidays.



JanamCare™ Service & Support List Pricing

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Coverage and Features	JanamCare Premium Plus ²	JanamCare Premium ²	Basic Annual Maintenance
Turnaround time (business days)	Spare in the air	2 days	3-5 days
Comprehensive coverage ¹	●	●	
Tier 1 phone support	●	●	●
Tier 2 phone support	●	●	●
Repair monitoring/reporting	●	●	●
2 or 3 year service options	●	●	
Application reloading	●	●	●

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JanamCare Premium Plus

Description	XM Series	XP Series	List Price
2 Year service plan	JC-PP2-XM00	JC-PP2-XP00	\$236
3 Year service plan	JC-PP3-XM00	JC-PP3-XP00	\$327

JanamCare Premium

Description	XM Series	XP Series	List Price
2 Year service plan	JC-PR2-XM00	JC-PR2-XP00	\$170
3 Year service plan	JC-PR3-XM00	JC-PR3-XP00	\$244

Basic Annual Maintenance

Description	XM Series	XP Series	List Price
1 Year term	JS-AN1-XM00	JS-AN1-XP00	\$131