

Protection Plans Overview



Features

- Maximize safety & security
- Optimize system performance & uptime
- Extend system life & reliability
- Reduce/eliminate emergency service calls
- Predict & budget your maintenance costs

Stay Secure, Long After Your Purchase

Protecting your investment is an important aspect of increasing the longevity of your SAFE PLACE® or CODE ALERT® system and keeping those inside your facility safe. An effective maintenance program:

- Lowers your total cost of ownership over time
- Optimizes system performance and reliability
- Reduces risk and reliability exposure
- Minimizes unbudgeted repair costs

Protection Plans

RF Technologies offers three levels of Protection Plans to meet your specific system and service needs. Plans are available in one- to five-year packages, offering extended hours of coverage:

- **Basic:** Base-level package with functional inspection service
- **Extended:** Best for facilities with in-house maintenance staff
- **Complete:** Complete suite of services with full parts and labor coverage

All of our plans come with our after-hours Level 2 technical phone support, available 24/7/365.

By bundling one of our world-class plans with our expert services and our guaranteed response, you can be confident your system can achieve your security, performance, safety, and budget goals.



Protection Plans help you get the most out of your system

Benefits of a Protection Plan	Basic	Extended	Complete
24/7/365 Level 1 remote user telephone support	✓	✓	✓
After-hours Level 2 technical support	✓	✓	✓
Annual software maintenance updates/upgrades*	✓	✓	✓
Remote diagnostic options	✓	✓	✓
Annual functional inspection service	✓		
Annual comprehensive system inspection, performance validation and re-certification		✓	✓
Repair parts coverage	10% Discount	100% Discount	100% Discount
Repair labor rates	10% Discount	30% Discount	100% Discount
After-hours repair labor rates			30% Discount

*To the highest level allowed by server hardware and operating system

Customized Services and Support

Protection Plans are fully customizable to the needs of your facility. Add any of the services below to your plan for a tailored solution that meets your security, budget and system goals.

- Additional comprehensive inspections, performance, validation, and certification
- Automatic supply replenishment
- Remote diagnostic options via secure connection
- Onsite user training
- Onsite maintenance training

