

ACCESS TO RELIABLE SUPPORT



Tait Assurance


**RELIABLE SUPPORT WHEN
YOU NEED IT MOST.**

tait
communications



KEEPING YOU SAFE AND ON-MISSION

Unleash your team's potential with fit-for-purpose, critical communications solutions from Tait Communications.



For more than 50 years, Tait Communications has been designing, delivering and supporting critical communications networks for public safety, transportation, mining, oil and gas, and utilities customers around the world.

Tait Communications helps you stay safe and on mission when the heat is on. From comprehensive radio networks with advanced data capabilities, to support and managed services, you can trust Tait. Built with Kiwi ingenuity in Christchurch, New Zealand, we put your safety at the top of our agenda day in, day out.

We believe we can make the world a safer, better and more efficient place through our commitment to open standards, interoperability and better safety outcomes.

Tait solutions are customizable, versatile, flexible and built for every challenge. We uphold the principles of our founder, Sir Angus Tait:

**“ IF IT CAN SAVE
A LIFE, MAKE IT
TOUGH ENOUGH
TO SURVIVE
ANYTHING.”**

TAIT ASSURANCE SUPPORT SERVICES

Respond with confidence and resolve incidents that impact delivery of service to your business and workforce, with the assurance of reliable technical support services when you need it most and extended warranty coverage for your devices.

When incidents threaten to disrupt the service you provide to the business and workforce, feel confident in your ability to resolve them with both the assurance of quality with Tait Support Engineer assistance, and extended warranty repair services.

The Tait Assurance Support Services Package is an affordable set of services that provides an extended warranty for your devices and includes assistance with any associated issues should they arise.



EXTENDED HARDWARE WARRANTY

Feel secure in knowing that Tait designs and manufactures all its products with the highest quality of materials and workmanship, so we can confidently stand behind them for years. With a 5-year extended hardware warranty*, in the event a defect is found, Tait will promptly correct the problem through free repair or replacement¹.

ONLINE SERVICE DESK

Access the expertise of Tait Support Engineers via a secure online service portal during business hours to log and address incidents or service requests.

TECHNICAL SUPPORT

Experienced radio engineers work during business hours to provide more detailed technical support, investigation and escalation of complex incidents.

ACCESS SOFTWARE UPDATES

Ensuring your software is current protects you from vulnerabilities, can improve performance and stability, minimizes downtime and keeps your system running smoothly. Continue to realize the full potential of your Tait investment through ongoing maintenance. Securely access and download firmware and software updates, as well as calibration and service kits used to configure, diagnose and update your equipment.

ONLINE PORTAL

Proactively manage service cases, download software updates and access support documentation online anytime. Using a web browser and secure login, access your service account to create new cases, track active cases, and review previous cases, providing a comprehensive view of service performance.

SUPPORT SERVICES PACKAGE OPTIONS

Tait offers three tiers of support services packages, flexible enough to cater to the unique requirements of any organization.

1. During the extended warranty period, non-repairable accessories will be replaced and will not be covered once the warranty period expires.

TAIT ASSURANCE SUPPORT SERVICES

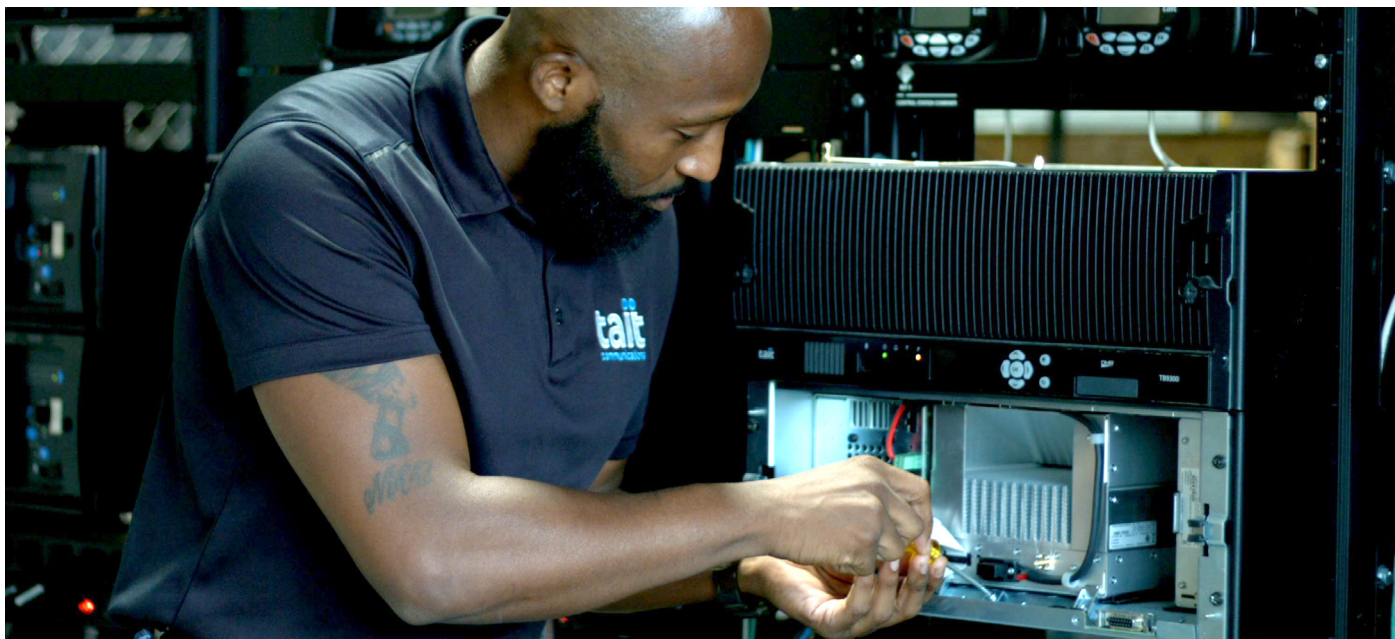
SUPPORT PACKAGES	TAIT ASSURANCE	TAIT ADVANTAGE	TAIT MANAGED
Repair Centre	•	•	•
Extended Hardware Warranty*	5 years	5+ Years**	5+ Years**
Service Desk	8x5	24/7	24/7
Technical Support	Online	Online / Phone 24/7	Online / Phone 24/7
Software Updates	Self-service	Self-service	Managed
Release Management			•
Remote Diagnostics		•	•
Preventative Maintenance			•
Online Portal	•	•	•
Break/fix Support		•	•
24/7 Network Monitoring		Optional Add-on	•
Configuration Management			•
Vendor Management			•
Tait Hosted Test Environment			Optional Add-on
Grade of Service Reports			Optional Add-on
Managed Radio Support			Optional Add-on

* Tait provides a standard 2-year hardware warranty for standalone terminals & base stations, extendible by an additional 3 years for a total of 5 years, as an extended hardware warranty. Tait provides a standard 1-year warranty for any accessories or batteries. See terms and conditions for further information.

** For Tait Advantage and Tait Managed support services packages we allow purchase of additional coverage beyond 5 years.



TAIT ASSURANCE SUPPORT PACKAGES



SUPPORT SERVICES

Online Service Desk

Support access available during normal 8x5 business hours to Tait Support Engineers through a secure online service portal.

Online Service Portal

Secure online customer portal is available to manage service requests, access software updates, and access support documentation anytime.

Technical Support

Request technical support for your product through the online portal to get assistance from our experienced radio engineers during business hours. Support is based on the specific product covered in agreement. Support for issues beyond product level are purchasable. Critical issues that are unique to the client's support contract can be solved with flexible rates for further support.

SOFTWARE UPDATES

Software Updates

Access to software updates to protect from vulnerabilities, performance and stability, and minimize downtimes via the online customer portal.

Software Fixes and Patches

Warranty includes provision of software fixes or patches to resolve an accepted defect as part of a future cadence release.

1. During the extended warranty period, non-repairable accessories will be replaced and will not be covered once the warranty period expires.

REPAIR CENTER

Repairs

Tait Repair Centers handle diagnosing, servicing, and restoring Tait branded equipment.

Experienced Professionals

Trained professionals repair all intrinsically safe hardware that ensures high-quality repairs.

Calibration and Testing

Repaired equipment is tested and calibrated using Tait factory standards to maintain consistency and quality.

EXTENDED HARDWARE COVERAGE

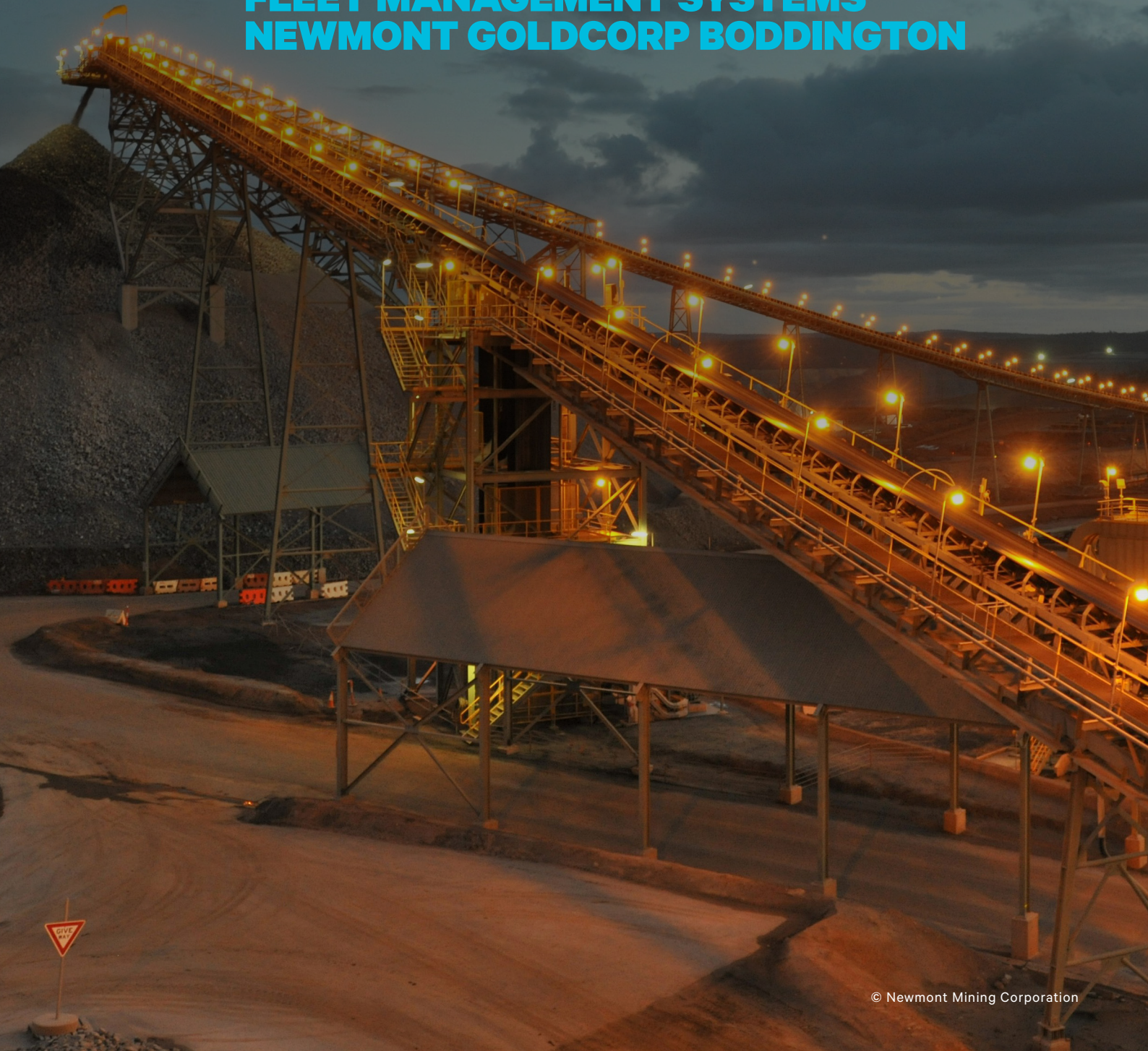
Hardware Coverage

If your Tait hardware experiences a mechanical or electrical fault within the extended warranty period, Tait will promptly repair or replace¹ your equipment with new or refurbished parts.

**“ WE’VE SEEN A HUGE
IMPROVEMENT SINCE
WE’VE BEEN WORKING
WITH TAIT PRODUCTS
AND SERVICES.**

— LUKE HAMSON

**FLEET MANAGEMENT SYSTEMS
NEWMONT GOLDCORP BODDINGTON**



WE GO BEYOND FOR A SAFER WORLD.

**CONTACT YOUR LOCAL DEALER
FOR MORE INFORMATION
[TAITCOMMUNICATIONS.COM/CONTACT](https://www.taitcommunications.com/contact)**

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Quality
Management
ISO 9001



Environment
Management
ISO 14001:2015



Occupational
Health & Safety
Management
ISO 45001:2018

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