

## **taii** ASSURANCE

Respond with confidence and resolve incidents that impact delivery of service to your business and workforce, with the assurance of technical support services 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 the assurance of quality 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 replacement\*.

## **ONLINE SERVICE DESK**

Access the expertise of Tait Support Engineers via a secure online service portal. Experienced engineers work to resolve your reported incidents during normal business hours, updating status, notes and recommended actions – all viewable in your online account.

## **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.

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.





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