

# Symon



## Your Ticket to Peace of Mind

SymonCare™ and SymonCare Plus™ gives you confidence that your investment in Symon technologies and solutions will be preserved and protected over the long-run. The SymonCare™ line of support and maintenance services offers a front-line defense against system failures, obsolescence and operational disruptions. Contact your Symon representative today at 877-796-6634 to learn how you can get your ticket to peace of mind through SymonCare™.





## Support Overview

SymonCare and SymonCare Plus go far beyond Symon's standard 90 day warranty protection to provide you the ultimate in hardware and software care. With SymonCare you receive access to Symon's award-winning technical support staff as well as access to the latest in software and hardware firmware updates. With SymonCare Plus your coverage is extended to include around the clock support coupled with access to Symon's depot repair capabilities. For a full list of SymonCare services, be sure to review the support matrix shown below.

WARRANTY  
 SYMON CARE  
 SYMON CARE+

### SOFTWARE SUPPORT AGREEMENT SERVICES

	WARRANTY	SYMON CARE	SYMON CARE+
Software Replacement For Media Loss or Failure (Available via CD or download; Installation not included)	•	•	•
Software Enhancements (e.g. Service Packs, Patch Releases or Hot Fixes which are available via download)		•	•
Minor Upgrades (Minor Releases: e.g. 9.1 to 9.2; Available via CD or download, Installation not included)		•	•
Major Upgrades (Major Releases - e.g. 8.x to 9.0; Available via CD or download; Install & migration not included)		•	•
Regular Hours Technical Support (Available via Phone & Email: 7am - 7pm CST, Monday - Friday)		•	•
After-Hours Technical Support (Available 7 pm - 7 am CST, Monday - Friday & Weekends, 3 hour response)			•
Holiday Technical Support (Symon Holidays, 3 hour response)			•
Non-Symon Product Support Services* (Offered at Symon's discretion, on a best efforts basis and at 20% disc.)			•

### HARDWARE SUPPORT AGREEMENT SERVICES

	WARRANTY	SYMON CARE	SYMON CARE+
Repair of Defective Hardware Products (e.g. SDAs, SMA's, etc) at Symon's Depot Facilities	•	•	•
Replacement of Defective Hardware Products (e.g. SDAs, SMA's, etc) That Cannot Be Repaired	•	•	•
Enhancement of Hardware Products (Firmware Upgrades with Instructions; Installation not included)		•	•
Paid Transport by Symon of Repaired/Replaced Hardware Products from Symon's Depot to Customer's Facilities		•	•
Regular Hours Technical Support (Available via Phone & Email, 7am - 7pm CST, Monday - Friday)		•	•
After-Hours Technical Support: (Available 7 pm - 7 am CST, Monday - Friday & Weekends, 3 hour response)			•
Holiday Technical Support (Symon Holidays, 3 hour response)			•
Loaner Equipment During Equipment Repair			•
Paid Transport by Symon of Defective Equipment from Customer's Facilities to Symon's Depot for Repair			•
Paid Transport by Symon of Loaner Equipment from Symon's Depot to Customer's Facilities			•
Non-Symon Product Support Services* (Offered at Symon's discretion, on a best efforts basis and at 20% disc.)			•