

RAPISCAN Warranty Coverage & Maintenance Service Plans Baggage and Parcel Inspection Systems



baggage & parcel

*inspection
technology*

Rapiscan Systems provides the high-quality support you need – regardless of location, time zone or language. With our experience and dedication, we provide innovative and dependable security solutions to customers worldwide and then back each system with the most substantive, yet flexible, maintenance and warranty plans available. In the fast-paced world of screening and inspection, you can't afford to lose time to equipment maintenance – and with Rapiscan Systems, you won't have to.

Maintenance Service Plans & Warranty

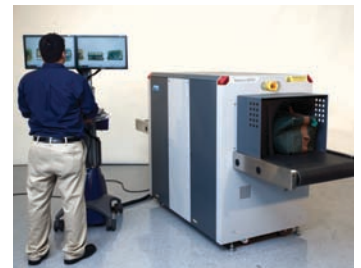
Platinum Service Plan

On-site coverage 24 hours a day, 7 days a week, 365 days a year

- Technical Phone Support 24 hours a day / 7 days a week / 365 days a year
- Corrective Repair Labor with response time to site within 24 hours.
- All necessary repair parts*
- Express Shipment of replacement parts
- All Required Travel Expenses
- Product specific Preventative Maintenance and Radiation Survey Plan

Bronze Service Plan

- Product specific Preventative Maintenance
- Radiation Safety Surveys



Gold Service Plan

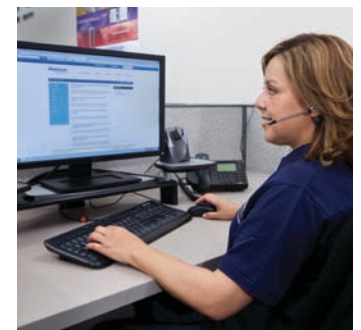
On-site coverage during normal business hours

- Technical Phone Support 24 hours a day / 7 days a week / 365 days a year
- Corrective Repair Labor Mon – Fri 8:00am – 5:00pm local time
- All necessary repair parts*
- Economy Shipment of replacement parts
- All Required Travel Expenses
- Product specific Preventative Maintenance and Radiation Survey Plans

Warranty

For a period of 13 months from the date of shipment Rapiscan Systems will provide:

- Technical Phone Support 24/7/365 @ 888-258-6684
- Onsite Response if required within 2 business days
- Corrective Repair Labor Mon – Fri 8:00am – 5:00pm local time
- All necessary repair parts*
- Economy Shipment of replacement parts



RAPISCAN Warranty Coverage & Maintenance Service Plans

Baggage and Parcel Inspection Systems

Service Support Coverage	Warranty	Platinum	Gold	Bronze	Time & Material
Technical Support					
24 Hours / 7 Days / 365 Days Per Year	■	■	■		
Response Time					
24 Hours / 7 Days / 365 Days Per Year		■			
2 Business Days	■		■		
All Necessary Repair Parts	■	■	■		□
On-site Repair					
24 Hours / 7 Days / 365 Days Per Year		■		□	□
Monday – Friday 8:00 AM – 5:00 PM local time	■		■		
Shipping & Freight - Replacement Parts					
Express		■			
Economy	■		■		□
Product Specific Preventative Maintenance					
	□	■	■	■	□
Product Specific Radiation Safety Surveys					
	□	■	■	■	□
Qualified - Discounts					
General Service Administration (GSA) Discount			◆		
Multiple Systems Discount		◆	◆	◆	
Multiple Contract Year Discount		◆	◆	◆	

Included ■ Billable items □ Qualified discounts available ◆

