

# 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*	✓	✓	✓
Network Operations Center (NOC) Remote Monitoring Services (RMS)	✓	✓	✓
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
- 24/7 Remote Monitoring Services (RMS) via a secure, high-speed Virtual Private Network (VPN) connection to our Network Operations Center (NOC)
- Onsite user training
- Onsite maintenance training

