



Service & Support

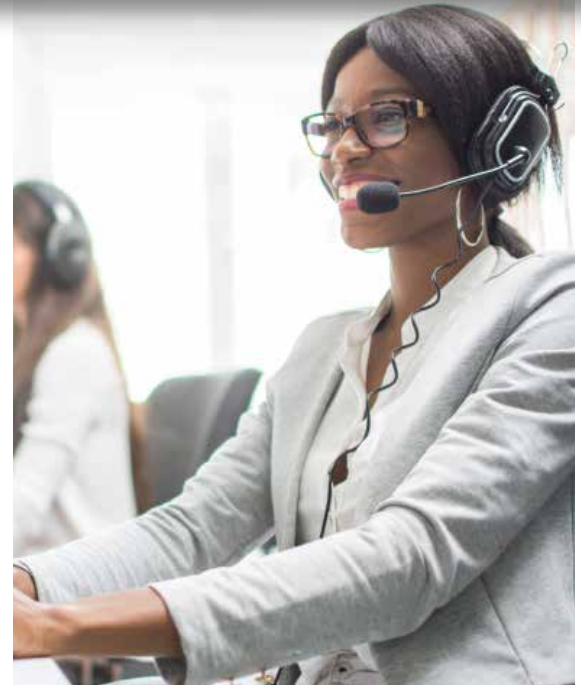
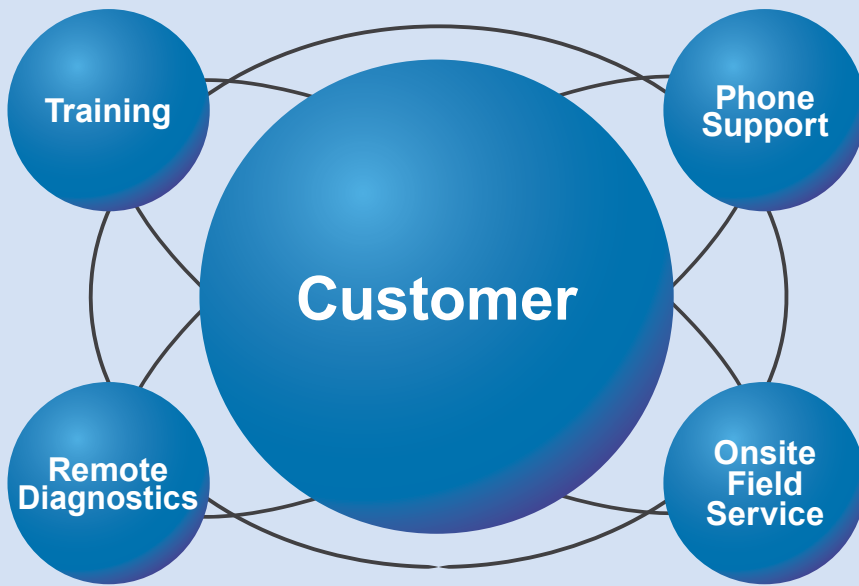


RFT™

Keeping people safe since 1987

Ensuring your facility maintains its safety and security

systems' operations 24/7 is key to efficient operation and the protection of everyone inside your facility. A properly running system also reduces risk and liability, and eliminates unbudgeted repair costs, giving you peace of mind and confidence in your security system.



Standard Services Included with Every System

Critical security systems require the availability of industry-best support to ensure maximum uptime, keeping your facility, and the people in it, safe and secure.

Every system comes with:

- Free 24/7/365 technical phone support, available throughout the life of your system
- Support from service technicians, located nationwide for prompt service

24/7 Technical Phone Support

Support teams are available for any concern, from daily use questions, to advanced, technical challenges.

If you require onsite service, our expert technicians are sent to you to diagnose and quickly resolve the issue to keep your system up and running and your facility safe.

Factory-Trained Personnel When You Need Them

You work directly with us when you need technical support. Our nationwide network of service representatives are employed by RF Technologies and backed by a team of engineering experts. Specialists have decades of experience in security solutions to help ensure the safety of your facility.

Maximize Performance with Additional Services

To help protect your investment and extend the life of your system, customize your service solution by adding any of the following options.

- Regular system inspections to help minimize unbudgeted costs
- Training services help tailor a system to your needs

Pick Up Where Your Warranty Leaves Off

Any of our add-on services are also available as part of one of our Protection Plans. Available in three price points, choose the Protection Plan that fits your facility needs and your budget.

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.



Pick Up Where Your Warranty Leaves Off

Available in three levels, Basic, Extended and Complete, our **Service Protection Plans** help safeguard your investment.

- Minimize unbudgeted repair costs
- Reduce your risk of liability and exposure
- Lower the cost of ownership over the life of your system

We can work with you to develop a customized plan that brings the most value to your facility.

Efficient Remote Diagnostics

Selecting from one of RFT's secure remote connection options, or one of your choosing, our technicians have the ability to remotely connect to your system.

Our remote services include:

- Detection of system faults and Radio Frequency Interference (RFI)
- Remote diagnosis of problems
- Dispatch of Service Representative to site, per Protection Plan
- In-depth analysis of system utilization, including operational trends and repetitive patterns

Regular Inspections Help Optimize Performance

Scheduled inspections are recommended to ensure peak performance and maintain the continued, successful operation of your system.

A comprehensive inspection includes a full system review:

- Inspection of all hardware devices and wired connections
- Network performance monitoring and diagnostics
- Software updates (if applicable)
- Comprehensive report with inspection details and recommendations

A functional inspection is also available at a lower price point to check proper operation of all security-related functions, helping reduce risk and liabilities.

With both inspections, once features are checked and verified against factory specifications, we will issue a recertification for your system.

Training Services

Properly trained users can help generate accurate data for reporting, forecasting and budget planning for optimal system use.

Through new user and refresher courses, we offer:

- On-site education
- Online courses
- Customized courses specific to your facility
- Tests and evaluation forms
- Certificates of completion

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Since 1987, RF Technologies has designed and delivered customizable, wireless safety and security solutions for the healthcare market, leveraging radio frequency identification (RFID) and PinPoint® real-time locating system (RTLS) technologies.

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