

REDCOM SIGMA XRI® MAINTENANCE & SUPPORT PROGRAM



Unlimited software upgrades

Get free software upgrades and access to security patches and defect resolutions.



Unlimited 24/7 technical support

Our team of tech support engineers are always available to answer your questions and quickly resolve issues with your REDCOM Sigma XRI.



Extended hardware warranty

Provides peace of mind by protecting the XRI hardware for the life of the agreement.



Reliable and consistent

Predictable pricing every year, with our commitment that your rate will never increase.

The REDCOM Sigma XRI Maintenance & Support Program protects your investment with an extended warranty on the XRI hardware, free software upgrades for the life of the agreement, and 24/7 technical support. The annual price of the Program is 20% of the Sigma XRI® purchase price.

When does this program begin?

The REDCOM Sigma XRI Maintenance & Support Program is mandatory for the first year of product ownership. All Sigma XRI customers are automatically enrolled in the program for a minimum of a one-year term at the time of purchase. Customers may extend the terms of this program by renewing the agreement before the existing term expires.

How do software updates work?

Under the REDCOM Sigma XRI Software Maintenance & Support Program, REDCOM is guaranteeing *at least* one major software release every year. The only exception are JITC-certified software releases, which may not be issued on an annual basis.

How does the hardware warranty work?

This Program provides a full hardware warranty for the life of the plan. Should a hardware failure occur, REDCOM will promptly repair or replace any defective parts. This might include the replacement of a failed component or an entirely new or refurbished unit, at the discretion of REDCOM.



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How does tech support work?

Customers can request support by contacting our Customer Service team during normal business hours (M–F, 8:00–5:00 Eastern Time) by calling 585-924-6500 or by emailing service@redcom.com. Outside of normal business hours, requests for services may be made by calling 585-262-3659.

In either case, you will be interacting directly with our Tier II support engineers and specialists — no IVR circles or foreign call centers. REDCOM will use commercially reasonable efforts in the performance of technical support. Our time targets for responding to requests for support are one hour for service-affecting issues and one business day for all other issues.

Is tech support really unlimited?

Yes, you get unlimited technical support on issues specific to REDCOM equipment. Services under this program do not include the support of hardware or software not purchased from REDCOM or an authorized reseller, network issues, or issues with other vendors' products. REDCOM also expects that your technicians will be properly trained on REDCOM equipment before engaging with our tech support team. Other terms and conditions apply. Contact REDCOM for complete details.

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