



Support & Maintenance

TURBOWAVE

Keeping a wireless network running smoothly sometimes requires a little help. TurboWave maintenance and support plans offer a full range of services for any size network.

All TurboWave products come with thirty (30) days of support at no charge. After this, TurboWave offers support at three levels: per-incident support, standard and premier maintenance plans, in addition to warranty support. Support is available 24 hours per day, seven days a week. And to allow your support plan to grow with your business, the standard and premier maintenance plans are designed to scale with the amount of equipment covered.

TurboWave Standard Warranty

A standard warranty of one (1) year parts and labor covers all of TurboWave's products. To request a warranty repair or replacement, first obtain an RMA number by contacting TurboWave support either by phone or email. Then, ship the product to the address given by support. TurboWave will then repair or replace the item and ship it back.

Per-Incident Support

Per-incident support is available for anyone at any time. Simply contact TurboWave support to pay the fee and open the incident. Once an incident is opened, a TurboWave support specialist will contact you within 1 business day and work to resolve the issue as quickly as possible. Only one fee is required per incident.

Standard Maintenance

For a monthly subscription fee based on the quantity of covered equipment, TurboWave's standard maintenance plan offers 24 x 7 access to support specialists for up to 25 incidents per year included in the cost of the plan. In addition, it offers the following benefits:

- Extended warranty support for all covered equipment
- Online training (see your TurboWave representative for details)
- Remote hardware troubleshooting (if hardware is connected and accessible via the Internet)
- 5% discount on equipment purchases from TurboWave

Premier Maintenance

TurboWave's premier maintenance plan is perfect for mission critical networks that require quick response and guaranteed problem resolution. Like the standard maintenance plan, it offers 24 x 7 access to TurboWave support specialists. It also offers the following:

- Extended warranty support with 'hot swap' replacement for all covered equipment.
- Online training (see your TurboWave representative for details)
- Remote hardware troubleshooting (if hardware is connected and accessible via the Internet)
- Unlimited incidents are included
- TurboWave Network Management Server monitoring
- On-site technician support (see your TurboWave representative for details)
- 10% discount on hardware purchases from TurboWave

Contact Support

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