

Included Warranty

Hardware warranty: One to Three years

Versadial includes a one year warranty on all computer hardware it sells. The Ai-Logix series recording cards carry a three year warranty while Cybertech cards carry a two year warranty. All software patches and upgrades are also covered for one year along with free telephone support calls during that time.

Versadial will repair any defective hardware for a period of one year from the time of purchase. If remote access is available, we will perform a remote diagnostic analysis of your recording system to determine whether you are experiencing a configuration problem or if hardware repair is necessary. If Versadial finds that a recording card requires repair, you will receive RMA authorization to ship it back to Versadial for in-house repair. It can take 4-6 weeks to complete a repair. If a replacement card is needed during this repair period, you will need to purchase a new recording card which can then be used as a backup once the repaired card is returned.

Optional warranties and support

The included one year full warranty is usually enough for most customers, however you have the choice of optional extended warranties, a software support & upgrade only plan or per case software support as well.

Two or Three year extended warranty (Available for purchase at the time of sale only!)

For customers that want additional years of support for the computers housing the recording cards, an extended warranty can be purchased for two or three years at a price of 20% or 35% of the cost of just the computer parts. This warranty applies only to certified hardware, and does not cover additions or modifications that have not been made or approved by Versadial. The recording cards have set warranties that cannot be extended.

Software support & upgrades option (Available for purchase at any time for as many years as desired.)

This option provides software support during the regular weekday business hours of 8:00 am to 5:00 p.m. PST along with a 2 hour response time guarantee. This option also includes free software upgrades and patches of all minor and major releases of the purchased software. This software support option can be purchased at any time for as many years as desired. To qualify, the computer system, operating environment and PBX manufacturer must be included in the Versadial supported system certification list.

Per case software support (Available for purchase at any time.)

Customers without an active software support option can purchase support cases for \$160 per case. A support case includes one or more calls necessary to completely resolve the particular problem.

Disclaimer: Versadial Solutions will support all direct clients as stated above. Dealers will receive unlimited technical support from Versadial Solutions engineers. Products purchased through a Versadial Solutions Authorized Dealer will be supported by that dealer. Customers who purchased a system from an Authorized Dealer who is no longer in business can be supported by Versadial Solutions.

Pricing

1 year hardware warranty	2 year hardware warranty	3 year hardware warranty
Included with every Kit or system	Optional for 20% of the computer cost	Optional for 35% of the computer cost

Software support & upgrade option	Per case software support option
\$75 per licensed channel per year (\$400 minimum)	\$160 per case