

CodeOne Service Plans



Features & Benefits

- Reduce support costs
- Comprehensive coverage
- End-to-end support services
- Rapid RMA turnaround time
- Diagnostic product evaluation
- and most of all....savings, time and peace of mind

Overview

Code Corporation is committed to excellence in every way. Our dedication to providing an outstanding level of service and forging close working relationships with our customers has enabled us to establish an outstanding reputation for service and support, something we call **CodeOne**.

CodeOne offers customers a variety of service and support options designed to make the most of your hardware investment.

Many businesses and organizations have different in-house technical resources and capabilities, as well as response time requirements. CodeOne offers several levels of service plans to meet our customers' requirements, with each level tailored to fit a specific set of needs.

Everything about CodeOne Service Plans are designed to help keep Code hardware, and the businesses we serve, running smoothly and efficiently.

Support for Code Products: Standard, Plus, and Premier Service Plans. Customers who purchase Code products may choose from a three-tier (Standard, Plus and Premier) Service Plan that meets their unique support and response time requirements.

CodeOne Standard Service Plan at no additional cost to you, offers a standard warranty period.

CodeOne Plus Service Plan enhances the security that comes with CodeOne's standard warranty. The Plus Service Plan offers a 7-day turnaround, extends the warranty period by a year, and offers a variety of discounts on Code products and services.

CodeOne Premier Service Plan offers a 1-day turnaround, extends the warranty period by two years, offers replacement readers for lost or damaged readers at deep discounted rates, and offers a greater savings on Code products and services.

GoLive. Code takes customer service to the next level with our optional GoLive, on-site support plan. If customers are installing Code products across their enterprise, customers have the option to purchase on-site support, preferred hotline phone support, and/or on-site training. Code's top application engineers are trained and prepared to provide you with priority support during the roll-out phase of your project.

CodeOne Service Plans

Contact a Code Sales Representative at (801) 495-2200 for CodeOne Service Plan pricing.

	Standard	Plus	Premier
Access to Code's Knowledge Database	Included	Included	Included
Access to Code's Advanced Support Portal	Not Included	Included	Included
Factory Defect Coverage	Included	Included	Included
Warranty Period (The CR900FD, CR1200 and CR1400 come standard with the maximum warranty period of 5 years, the CR4100 comes standard with the maximum warranty period of 3 years, and the CR8000 comes standard with a maximum warranty period of 1 year)	CR900FD: 5 Years CR1000: 2 Years CR1200: 5 Years CR1400: 5 Years CR2/CR2500: 3 Years CR3/CR3500: 2 Years CR4100: 3 Years CR8000: 1 Year CodeXML® Modems: 3 Years	CR900FD: 5 Years CR1000: 3 Years CR1200: 5 Years CR1400: 5 Years CR2/CR2500: 4 Years CR3/CR3500: 3 Years CR4100: N/A CR8000: N/A CodeXML® Modems: 4 Years	CR900FD: 5 Years CR1000: 4 Years CR1200: 5 Years CR1400: 5 Years CR2/CR2500: 5 Years CR3/CR3500: 4 Years CR4100: N/A CR8000: N/A CodeXML® Modems: 5 Years
Non-Covered Repairs during Warranty Period which Includes Accidental Damage and Abuse.	\$\$\$	\$\$	\$
Loss/Theft Replacement*	Not Included	Not Included	One-time: \$*
RMA Turnaround Time	14 days	7 days	1 day**
GoLive Support	No Discount	10% Discount	20% Discount
Discount on Replacement Accessories	No Discount	10% Discount	20% Discount
Code GoLive Support			
On-Site Technical Support	Fixed Fee Per Day (2 day minimum)		
3 Business Days of Hotline Support	Fixed fee		
On-Site Training	Fixed Fee Per Day Plus Travel		

Terms and Conditions

- Pricing is on a per unit basis
- Warranty periods are not extendable beyond 5 years
- Cables and handles (non-battery) have a 90-day warranty on factory defects
- Extended warranty program must be purchased within 90 days of purchase
- Repairs include all parts, labor and materials
- Batteries have a 2 year factory defect warranty and are not extendable. Battery capacity is warranted for 90 days
- Warranty periods are not extended or restarted upon delivery of a refurbished or repaired unit
- Pricing and specifications subject to change without notification
- RMA turnaround time is exclusive of shipping time delays, all units are shipped ground unless notified otherwise
- GoLive on-site technical support must be reserved at least 3 weeks prior to GoLive date for travel to be included
- Included travel is for the 48 Continental United States
- Hotline support ensures priority response of any issues
- *Original serial number required and registered with Code. Replacement units are a repaired or refurbished unit at Code's discretion
- **Advanced shipping of replacement unit will occur within 1 business day with notification prior to 2PM MST. Units with custom software or custom configuration could take 2 business days to ship. Units are shipped 'ground' method, unless notified otherwise
- Other terms and conditions may apply. Please reference the warranty in product user manuals