

Product Support

COMMANDsignal Extended Warranty (PS-CSEW)

Description Command Alkon offers extended warranty coverage on mobile signaling hardware that you have purchased. When approved, option PS-CSEW shall automatically go into effect upon expiration of the normal new hardware warranty period without any interruption. This coverage ensures that your mobile signaling hardware will be provided the highest quality of technical support at a fixed cost. Select the COMMANDsignal Extended Warranty plan for peace of mind and as a manageable element to your annual budget. Qualified COMMANDsignal products include:

COMMANDsignal Vehicle Status Computer (CS-VSC), VSC2 and VSC3 only
COMMANDsignal Radio Interface Controller(CS-RIC)

Note: This Extended Warranty option must be maintained without interruption.

- Features**
- Includes 24/7 telephone support and hardware troubleshooting services.
 - Includes free factory repair parts and labor on “covered” mobile signaling hardware.
 - Free ground return shipping back to the customer.
 - Includes free firmware updates for the CS-VSC2 and CS-VSC3 mobile terminals.
 - Availability of a loaner CS-RIC shipped overnight if a base CS-RIC requires repair.
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- Exclusions**
- Water, fire, lightning strike, or other damages due to “acts of God” are not covered.
 - Damages resulting from vandalism, arson, or operator abuse are not covered.
 - Antennas, drum rotation sensors, and water meters are not covered.
 - Damages incurred during shipping to Command Alkon due to improper packing are not covered. Returned units need to be insured with the carrier and properly packed.
 - Expedited airfreight or counter-to-counter shipments are the customer’s responsibility and will be billed at actual costs.
 - Customs duties and value-added-taxes associated with international shipments are the customer’s responsibility.
 - If unit is deemed damaged beyond repair, it will be exchanged for a refurbished unit of like performance and function.
 - During the extended warranty period, Command Alkon may provide software or firmware updates to the COMMANDsignal products. The customer will be provided with the media or the firmware loading device to make these changes. These updates are provided free of charge. However, the responsibility for any labor charges incurred making these changes, whether by customer personnel or by a contracted outside party, shall be the sole responsibility of the customer.
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For more information contact a sales consultant at:

Command Alkon

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