

Simple. Quick. Reliable.

The Janam is the power behind your business.

It is for this very reason we have a great choice of service and support coverage options to meet your needs with our Janam Services Program (JSP).

This services program has been designed to fit the requirements of your business. It provides coverage for normal wear and tear and fast turnaround times.

Coverage Choices

With JSP you choose the coverage that works best for you. With choices as simple as “extended warranty” up to fast turnaround with application restoration, we have you covered.

All available service options provide you with 1 or 3 years of coverage, giving you peace of mind that your investment will continue working for you.

Get up and running

All service options are available for purchase for a period of 90 days from when you purchased your Janam hardware. Purchase these along with your hardware to have maintenance support from day one. There can be no price on peace-of-mind. When you need service, we are ready to assist.

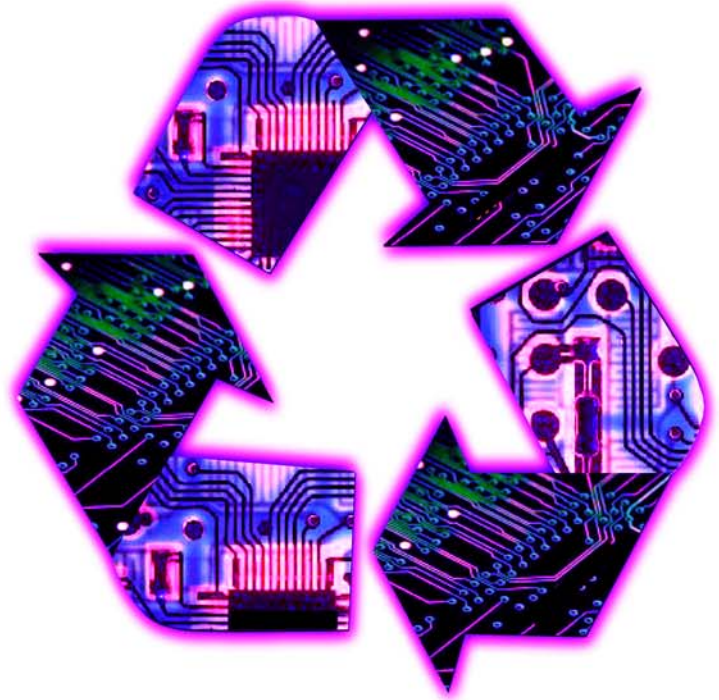
Initiating a service

Initiating a contracted service repair is simple. Just complete a Return Request on the Warp website. We will quickly assist you to resolve your issue or ask you to send the unit to us, including your details and problem description

Upon receipt, your unit it will be assessed, repaired and returned according to your service contract terms.

Confidence

With the Janam Services program you can always have the confidence that you are containing your business expenses while minimising downtime. A support agreement allows you to predict and manage your business expenses, avoiding irregular unbudgeted repair charges and business disruptions.



BENEFITS:

- 3-year service contracts
- Coverage for normal wear and tear
- Rapid turnaround upon receipt of the unit
- Have the confidence of vast spares pool
- Materials, parts and labour covered
- Minimize downtime to maximize ROI
- Choose the service plan which best suits your business needs

Services - what are the options

WW8200 BASIC - 3 YEAR EXTENDED WARRANTY

Increase your peace of mind with a 3 year extended warranty. This warranty extension increases the initial warranty period on your unit from 12 to 36 months from the date of purchase. This covers standard warranty terms only (manufacturer's defects) and has a 10 working day turnaround time from receipt of returned goods at Warp Systems.

WW8210 STANDARD SERVICE CONTRACT

Feel secure with a 3 year standard service contract. The standard service contract has all your units "wear and tear" covered (Screen damage not included) and has a 5 working day turnaround time from receipt of returned goods at Warp Systems.

WW8220 BUSINESS SERVICE CONTRACT

Your investment is safe with a 3 year business service contract. The business service contract has all your units "wear and tear" covered (Screen damage included*) and has a 3 working day turnaround time from receipt of returned goods at Warp Systems. If the unit cannot be repaired for you within your contracted turnaround period time, a replacement device will be sent out to you from the product spares pool.

**Screen damage due to user abuse is not covered*

OPTION - APPLICATION RELOADING SERVICE

Reloading your Janam devices with the correct application after a repair can be a problematic and time consuming issue, with the need to have skilled, trained resources able to be diverted from their normal duties. A simple solution is to utilise the Warp application reloading service. As a unit is repaired we ensure that the latest version of your application is loaded and we test for basic functionality of the entire device. Again, this service delivers peace of mind for you and rapid return to service for your business tools.

Services at a glance

COVERAGE	BASIC	STANDARD	BUSINESS
Manufacturer Defects Only	X		
10-day Turnaround [1]	X		
5-day Turnaround [1]		X	
3-day Turnaround [1]			X
Covers Normal Wear and Tear including Materials, Parts, Labour (excluding screens)		X	
Covers Normal Wear and Tear including Materials, Parts, Labour & Screens			X
3-year Coverage [2]	X	X	X
Replacements from Spares pool			X
Application Loading and Configuration [3]	N/A	Optional	Optional

1 Turnaround time is from receipt of unit back at Warp Systems and does not include time in transit. Freight charges for units being returned to Warp Systems are at YOUR expense. Warp Systems will return the units to the location specified by the contract holder. See Appendix 1 Warp Responsibilities for further details

2. Coverage on contracts begins from date you are billed for equipment. All contracts for service must be made within 90 days of supply of goods

3. Application loading and management requires customer to supply and maintain required software and installation/configuration instructions and is only available for customers with 40 or more units. This is not offered as a standalone service.

This flyer is a guide only. Full terms and conditions of Warp's Janam Services Program are described in the Warp Services Contract.