



NeotiCare

LED Service & Maintenance Solution

Downtime costs you time and money, but reliable technology is only part of the uptime equation. When a problem does occur, you need a support team that is professional, quick to respond, and sensitive to the needs of your organization.

That's why we created NeotiCare – our simple, easy to understand solutions for long and short term service and maintenance.

We'll help you choose a plan based on key factors of your operation:

- The economic impact of system downtime
- Your self-support capabilities
- The complexity of your infrastructure
- Your number of on-site spares

Overview of Warranty and NeotiCare

Service	Standard Warranty	NeotiCare
Available Term Length(s) (LED Only)	2 Years Included	1, 3, or 5 Year Term + FREE 6-Month Warranty Extension*
Standard Phone Support	8am - 5pm ET	8am - 5pm ET
Emergency Phone Support Nights, Weekends, and Federal Holidays	Hourly Rate	10 Hours/Year Hourly Rate After 10 Hours
On-Site¹ Support (Any Reason)	Additional Fee Scheduled as Available	3 Visits Included Per Year 48 Hour Response
On-Site¹ Emergency Support	Additional Fee 24 Hour Response	Additional Fee 24 Hour Response
Advanced Hardware Replacement	N/A	3 Day Shipping Upgradable to Overnight
Software/Firmware Upgrade Notices	Included	Included
Spare Parts Storage	On-Site	On-Site, Off-Site, or Both

¹ Limited On-Site Support is available in some markets. * One-time warranty extension regardless of purchased NeotiCare term.

Standard Phone Support

We know that automation can be helpful, but a person on the other end of the line is much more effective. When you call into our support center, you'll speak with a highly-trained technician who will be able to provide answers or recommendations in the quickest method possible. Emergency phone support is available for after regular business hours and holidays.

On-Site Support

While basic service training is available for your on-site technical team, we understand that time, energy, or expertise may be limited when it comes to certain support scenarios. As needed, our on-site technical team will assess, service, and maintain your equipment to provide you peace of mind.

On-Site Emergency Support

We know that in critical environments, downtime can impact your bottom line or reputation. With our available on-site emergency support, we will dispatch a professional service technician with some of the fastest turnaround times in the industry.

Advanced Hardware Replacement

While in most environments, on-site spares alleviate the necessity for this option, Neoti provides its customers with an advanced replacement program for most critical hardware components – covering the shipment of the replacement item(s), as well as the return shipping for the defective item(s).

Expedited shipping (up to overnight) options are available beyond the standard turnaround times. Actual response times may be affected by factors or logistics outside of Neoti's control.

Software/Firmware Upgrade Notices

Not all upgrades are the same. Let us take the guesswork out of which upgrades to implement or avoid. With each of our products, we will help keep you informed on the best practices for software and firmware. If you want to avoid any chance of error, our on-site Maintenance Care package ensures that all critical upgrades are installed properly, by one of our experienced technicians.

Spare Parts Storage

Every order includes spare parts that are critical to the continued and long-term functionality of the product. While the default option is to house all spare parts on-site, we do offer the availability of housing all or a portion of the spare parts within our warehouse for safekeeping.