

All C-COM Enhanced Warranty Products

C-COM Enhanced Warranty products are available for customers requiring upgraded warranty services beyond the C-COM Products Standard Warranty during the first year of product ownership, or to both extend and/or upgrade the standard warranty term to year 2 or year 3 of product ownership. C-COM can offer customers the following optional warranty services.

Opt 1 iNetVu Mobile Upgrade Response and Software Updates – during Standard Warranty period

Opt 1 iNetVu Upgrade Warranty Product is designed to enhance the C-COM Products Standard Warranty with an Expedited Response for Customer Call Center Assistance, Expedited Shipment of Advance Exchange Products or Field Replaceable Units (FRUs), and License-to-Use Software Updates (LTU) for the iNetVu Product Application, during the Standard Warranty period of product ownership by the original purchaser. This enhanced warranty product must be purchased at time of original iNetVu product purchase from C-COM or prior to installation of the new iNetVu product by the iNetVu dealer, and is payable annually in advance. The C-COM Products Standard Warranty and C-COM Terms & Conditions of Sale form the basis for this Opt 1 iNetVu Upgrade Warranty Product.

Opt 2 iNetVu Mobile Response Center and Software Updates for Years 2 or 3

Opt 2 iNetVu Response Center + Software Updates – Year 2 or 3 is designed to provide Response Center for Customer assistance, and License-to-Use Software Updates for the iNetVu Product Application during Years 2 or 3 of product ownership by the original purchaser. This enhanced warranty product must be purchased at time of original iNetVu product purchase or prior to the expiration of the iNetVu Standard Product Warranty, and is payable annually in advance. The C-COM Products Standard Warranty and C-COM Terms & Conditions of Sale form the basis for the opt 2 iNetVu Response Center

+ Software Updates Product for Years 2 or 3, excluding iNetVu Hardware Repair, which is subject to Time and Materials support with this option.

Opt 3 iNetVu Mobile Upgrade/Extended Warranty Product for Year 2 or 3

Opt 3 iNetVu Upgrade/Extended Hardware Warranty Product – Year 2 or Year 3 is designed to extend the terms of Hardware Warranty on C-COM Products to Second or Third Year of product ownership by the original purchaser. iNetVu Hardware Warranty is available on a monthly payment basis through the Second and Third Years of product ownership. This enhanced warranty product must be purchased prior to the expiration of the C-COM Products Standard Warranty (Year 1) or Opt 3 (Year 2), is payable monthly in advance, and cannot lapse and be re-instated.

Rev 20201016