

Senstar Care™ | FOR PEACE OF MIND

MINIMIZE DOWNTIME

REDUCE EXPENSES

ENSURE OPTIMAL
PERFORMANCE



The Senstar Care program provides peace of mind by delivering three main benefits:

- **Minimizes downtime** of Senstar equipment
- **Reduces** capital investment in spares and ongoing maintenance costs
- **Ensures optimal performance** of your Senstar system

As a Senstar customer, you already enjoy the advantages that come with any new equipment purchase which includes a two-year limited warranty, factory support for two cases and web portal access.

Depending on your requirements, you may choose from the following additional services:

- On-site support
- Technical training
- Factory acceptance testing for more complex integrated systems
- Factory commissioning support
- Remote diagnosis of technical faults
- Product repair services
- Warranty extensions on covered parts
- Premium Site Support packages

Senstar Care Program

	New Equipment Purchases	Factory Commissioning	Gold	Platinum
Annual Site Audit & Preventative Maintenance				✓
5% discount on Follow-On Repairs, Parts & Support				✓
Extended Warranty beyond two years			✓	✓
Free Factory Training			✓	✓
Free Remote Diagnosis			✓	✓
Advance Part Replacement			✓	✓
Special Payment Terms (OAC)		Includes 90-Day Terms on initial purchase and a 50% discount on 2 years of Senstar Care Gold if spares are also purchased	Includes 45-Day Terms on initial and follow-on purchases	Includes 60-Day Terms on initial and follow-on purchases
Commissioning by Certified Senstar Technician		✓	Factory commissioning support is purchased separately	Factory commissioning support is purchased separately
Warranty Starts on Site* Commissioning Date		If recommended spares are also purchased		
Notice of Documentation, Firmware/SW Updates**	✓	✓	✓	✓
Senstar Care** Web-Portal Access	✓	✓	✓	✓
Factory Technical Support**	2 cases	4 cases	UNLIMITED 12/5	UNLIMITED 24/7
Standard Two-Year Warranty	✓	✓	✓	✓

*maximum of six months after ship date

**requires site registration

Premium Support Packages

Factory Commissioning by a certified Senstar Technician is available for all Senstar products and includes:

- 90-day credit terms for the initial purchase of equipment, spares and support for your site
- 50% discount on two years of Senstar Care Gold if spares are also purchased
- Warranty starts on site commissioning date
- Four cases of technical support


Senstar Care Gold is an optional premium support package for your site that includes:

- 45-day credit terms for initial and follow-on purchases of spares and support services
- Advance replacement of failed covered parts
- Free remote fault diagnosis
- Extended warranty beyond two years
- Free factory training
- UNLIMITED factory technical support 12/5 (Monday - Friday, 8 a.m. - 8 p.m. EST)

Senstar Care Platinum is an optional premium support package for your site that includes all of the benefits of Senstar Care Gold plus:

- 60-day credit terms on initial and follow-on purchases of spares and support services
- 5% discount on follow-on repairs, parts and support
- Annual site audits and onsite preventive maintenance
- UNLIMITED factory technical support 24/7

Choose Senstar Care Gold or Platinum to minimize on-site spares.



Senstar Care™ is a comprehensive, multi-level support program encompassing a suite of cost-effective service options that can be tailored to meet your requirements, ensuring that your Senstar security system is properly installed, maintained and supported throughout its service life.

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