

SENSTAR®

Senstar Care™

senstar.com

MINIMIZE DOWNTIME

REDUCE EXPENSES

ENSURE OPTIMAL PERFORMANCE

For Peace of Mind

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.



Senstar customers enjoy the advantages that come with any new equipment purchase, including a three-year limited warranty, limited factory support, and web portal access.

The Senstar Care program offers customers more service choices to guarantee peace of mind.

Senstar Care is a comprehensive, multi-level support program encompassing a suite of service options that can be tailored to meet specific requirements ensuring Senstar hardware and software products are properly installed, maintained and supported throughout their service life. Customers may also choose from a list of individual professional services to suit their specific needs.

Senstar Care levels and the services they include are:

SENSTAR CARE PLATINUM

- Extended warranty to a maximum of 10 years
- Priority unlimited 24/7 technical telephone support, as well as priority email and web support
- Advanced replacement of failed eligible part(s), shipping within two business days from Senstar office in Ottawa, Canada or regional spare depot
- Remote fault diagnosis and assistance
- Software priority correction releases and free version upgrades
- Free registration for two attendees for technical training at a Senstar facility when a class is offered
- Annual audit and on-site visit
- Exclusions: Any consumable parts are not covered.

SENSTAR CARE GOLD

- Extended warranty to a maximum of 10 years
- Advanced replacement of failed eligible part(s), shipping within two business days from Senstar office in Ottawa, Canada
- Priority unlimited 12/5 technical telephone support (Mon-Fri, 8 am-8 pm ET, except on holidays), as well as priority email and web support
- Remote fault diagnosis and assistance
- Software priority correction releases and free version upgrades
- Free registration for two attendees for technical training at a Senstar facility when a class is offered
- Exclusions: Any consumable parts are not covered.

SENSTAR CARE MAINTENANCE & SUPPORT

Available for Senstar Symphony™, Symphony AC, Senstar Enterprise Manager™, and video analytics.

- Priority unlimited 12/5 technical telephone support (Mon-Fri, 8 am-8 pm ET, except on holidays), as well as priority email and web support
- Software priority correction releases and free version upgrades
- License transfers between servers
- Remote fault diagnosis and assistance
- Priority bug fixes
- Cloud backup (server configurations automatically backed up in the Senstar cloud)
- Health monitoring (view status of servers and cameras in Senstar's XNet partner portal)

PROFESSIONAL SERVICES

Choose a la carte from the following services to suit your specific requirements.

- Priority 24/7 telephone support
- Priority email and web support
- On-site support
- Technical training
- Factory Acceptance Testing for more complex integration systems
- Factory commissioning support
- Remote diagnosis of technical fault
- Product repair services
- Site audits
- Cloud configuration backup
- Health check
- Software support
- Extended warranty

Extended Warranty

For FlexZone®, XField® and OmniTrax®, extend the standard 3-year warranty to five years for free.

Contact your Regional Sales Manager to learn about the services that will work best with your Senstar product.