

Included Warranty (VSLogger Basic)

Hardware warranty: One to Three years

Versadial includes a one year warranty on all computer hardware it sells. The Ai-Logix series recording cards carry a three year warranty while Cybertech cards carry a two year warranty.

Versadial will repair any defective hardware for a period of one year from the time of purchase. If remote access is available, we will perform a remote diagnostic analysis of your recording system to determine whether you are experiencing a configuration problem or if hardware repair is necessary. If Versadial finds that a recording card requires repair, you will receive RMA authorization to ship it back to Versadial for in-house repair. It can take 4-6 weeks to complete a repair. If a replacement card is needed during this repair period, you will need to purchase a new recording solution which can then be used as a backup once the repaired card is returned.

Optional warranties and support

The included one year full warranty for the computers is usually enough for most customers, however you have the choice of optional extended warranties.

Extended warranty computer parts (Available for purchase at the time of sale only!)

For customers that want additional years of warranty for the Versadial computers housing the recording cards, an extended warranty can be purchased for two or three years at a price of 20% or 35% of the cost of just the computer parts. This warranty applies only to certified hardware, and does not cover additions or modifications that have not been made or approved by Versadial. The recording cards have set warranties that cannot be extended.

Software upgrade to VSLogger Pro

To upgrade from your VSLogger Basic version to VSLogger Pro version, take 50% of your purchased VSLogger Basic licensing costs and credit this towards the purchase of VSLogger Pro licenses. E.g. Basic license retail is \$150 per channel, then 50% will be \$75 credit applied to the Professional per channel license cost.

Upgrade discount pricing is for software licenses only, it does not apply to purchased hardware. VSLogger Pro terms and conditions are applied.

If additional expansion channels are needed at the time of upgrade, additional software per channel pricing will be at Pro version pricing. Additional expansion hardware maybe needed to reach new desired total number of recorded channels

Support .One free support call and one free training call is provided within the first month (30 days) of purchased date.

Additional Support (Available for purchase at any time.)

Customers can purchase additional support or training cases for \$120 per case. A support case includes one or more calls necessary to completely resolve the particular problem. Training is 2 hours max per case. This option provides software support during the regular weekday business hours of 8:00 am to 5:00 p.m. PST. To qualify, the computer system, operating environment and PBX manufacturer must be included in the Versadial supported system certification list.

Disclaimer: Versadial Solutions will support all direct clients as stated above. Dealers will receive unlimited technical support from Versadial Solutions engineers. Products purchased through a Versadial Solutions Authorized Dealer will be supported by that dealer. Customers who purchased a system from an Authorized Dealer who is no longer in business can be supported by Versadial Solutions by purchasing a support case or software version upgrade.

Pricing

1 year hardware warranty	2 year hardware warranty	3 year hardware warranty
Included with every Kit or system	Optional for 20% of the computer cost	Optional for 35% of the computer cost

Software upgrade to Pro version	Per case software support option
Pro license price less 50% of purchased Basic license	\$120 per case