

## Trimble Warranty, Software Maintenance and Technical Support Explained

**Mapping & GIS Extended Hardware Warranty:** This option extends the original warranty period of the product and protects against defects in materials and workmanship.

### Warranty Benefits

- Protect your investment for a total of up to three years from date of purchase.
- For quantities of 10 or more units, the warranty may be extended beyond three years.
- Expedited diagnosis and repair from our certified Service Center (*depending on the availability of parts*).

### What the Hardware Warranty Extension Covers

- Costs of repair of defective equipment. This refers to labor and parts cost. Trimble will replace or repair, in its sole discretion, parts of the serialized components that prove to be defective.

### What the Hardware Warranty Extension Does Not Cover

- Abuse or incorrect usage of system.
- Replacement of consumable parts such as cables, user accessible batteries or accessories.
- Cost reimbursement for the delivery and/or installation of any product upgrades that are released during the warranty period.
- Any hardware modifications which might be required for a new firmware or OS version.

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**Mapping & GIS Extended Software Maintenance:** This option supports Trimble’s suite of field and office software products by extending the initial maintenance period.

### Maintenance Benefits

- Guarantees you and your staff can stay current and consistent with the newest software releases.
- Cost of maintenance is less than cost of paid upgrade to new releases.

### What the Software Maintenance Extension Covers

- All software application upgrades that are released during the coverage period.

### What the Software Maintenance Extension Does Not Cover

- Technical support and training.

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**Trimble Priority Technical Support:** The Priority Support package provides 12 months direct access to experienced support specialists.

### Priority Technical Support Benefits:

- Immediate access to dedicated technical support staff through toll-free phone or email.
- Discounted pricing on Trimble certified training.
- Expedited diagnosis and repair from our certified Service Center (*depending on the availability of parts*).

