

# Extended Warranty



## Basic Description

Annual or multi-year flat rate service program to cover the repair or replacement of any defective or failed units. Simply return your defective units to Tempest, where we repair and return a good working unit within 20 business days.

## Typical Service Level / Turnaround

20 business days is standard. Faster/Expedited SLA's/TAT's are available on request.

## Ordering / Fulfillment Options

24x7 portal. Email/Phone requests M-F CST business hours.

## Expedite

10% Expedite fee puts repair to top of queue. No commitment or guarantee for faster TAT. Expedite fee is based on the Repair & Return rate.

## Standard Warranty

Extended warranty is available after the standard warranty ends. Term lengths are negotiable.

## Guarantee / Risk Notes

Replacement components will be held by Tempest to support the product during the entire term.

## Unrepairable Units

Unrepairable units will be replaced.

## Support Life / Term

Terms are negotiable.

## Pricing Notes

EW pricing is established upfront, and is typically paid for at the beginning of the term or annually. Item quantity, part number, and term length(s) are required for pricing. Expedited/faster SLA/TAT pricing is also available on request and required for pricing.