

JTECH Warranty and Service Programs



Providing cost-effective, responsive and quality service are the keystones of the JTECH business philosophy. In order to continue providing the most reliable service available in the industry today, JTECH offers the following service programs:

Standard and Extended Hardware Warranty Programs

- JTECH provides standard one-year hardware warranty coverage as well as extended warranty coverage options on all new JTECH systems.
- TITAN Modules and JTECH Master Transmitter units and pager charging units are supported with our Advance Replacement Program.
- Our Return and Replace Program is standard for all pagers and non-critical paging peripheral devices.
- All JTECH hardware service is provided via standard service times; M-F, 9a-5p EST.
- Extended Warranty options may be available at discounted advance purchase pricing through your Account Executive at the time of new system purchase.
- JTECH offers extended warranty purchase options through our Customer Care Department after the initial system purchase on most systems, offering programs protect your new messaging system investment for up to 36-months in total.
- Our In-Warranty Restaurant/Hospitality customers may also benefit from favorable Lost Replacement pricing on pagers and Glowsters, and CommPass.

Advance Replacement Program

- All In-Warranty TITAN system appliance modules and JTECH Master Transmitter Units and chargers are serviced through our Advance Replace Program.

Return and Replace Program

- All Pager Products and Peripherals will be serviced on a Return and Replace basis. Call our Customer Care Department and request a Return Material Authorization number (RMA), then ship back the malfunctioning units, clearly displaying the RMA number on the package.
- JTECH will either repair the unit(s) or replace with like new compatible equipment and ship back to you via UPS 2-Day Service. (Quicker freight methods are also available at an additional fee.)
- The customer is responsible for freight charges TO JTECH. JTECH is responsible for freight charges TO CUSTOMER. JTECH recommends using trackable shipping methods.

Software Maintenance and Support

- First-year software support is required on all TITAN systems.
- Annual software support agreement renewal options are also available and include software updates, designed to maintain system functionality and protect the value of your system investment.
- A current software version (update) may be required to support new (future) software feature upgrades.
- Remote software or training support for post-installation support and is available for purchase in two-hour time increments.

Out-of-Warranty Services

- All Out-of-Warranty system hardware is serviced on a Return and Replace basis. Please contact JTECH Customer Care and speak with one of our qualified service staff to troubleshoot the malfunction. If the unit requires repair, an RMA will be offered. (Expedited replacement services on out-of-warranty transmitters are also available at a nominal fee.)

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