



## SUPPORT PLANS FOR ANNUAL MAINTENANCE SUBSCRIPTION & WARRANTY

ROMDAS offers a variety of tailored Support Subscriptions to be suit your system and need. Please refer to the table below for different subscription options available:

### Choose the Right ROMDAS System Support Plans

Support Subscription Plans & Benefits	Non-LCMS Systems		LCMS2 inclusive systems					LCMS-4M inclusive systems			
	AMS	AMS-EXT-Warranty	AMS-LCMS-T1	AMS-LCMS-T2	AMS-LCMS-T3	AMS-LCMS-T4	EXT-WARRANTY-LCMS2	LDTM*	SW-AMS-LCMS-4M-T1	SW-AMS-LCMS-4M-T2	EXT-WARRANTY-LCMS-4M
Remote Technical Support*	○	○	○	○	○	○	○		○	○	○
Discounts – Spare parts & Additional Training	○	○	○	○	○	○	○		○	○	○
ROMDAS Software Updates <i>(Excludes: LCMS manufacturer updates)</i>	○	○	○	○	○	○	○		○	○	○
One-time ROMDAS System Audit	○	○	○	○	○	○	○		○	○	○
LCMS Calibration <i>(Excludes cost of shipping to/from Canada)</i>				○			○				○
LCMS Firmware Updates <i>(Received from LCMS manufacturer)</i>					○	○	○			○	○
Manufacturer's Warranty Extension <i>(Excludes LCMS warranty)</i>		○					○				○
Manufacturer's Warranty Extension <i>(LCMS Inclusive)</i>							○				○
LDTM license <sup>^</sup>							○				

\*All ROMDAS Remote Technical Support subscriptions are 12 months, but multiple years can be purchased at a reduced rate. | <sup>^</sup>LDTM requires AMS-LCMS-T2 or higher.

## UNCOVER YOUR PLAN BENEFITS

- **Free Remote Technical Support:** Our remote ROMDAS support software enables our technicians to connect to your survey computer to review settings and resolve any issues. In addition to remote access, our AMS package includes booked technical on-call support sessions along with unlimited email communication.
  - **Access to dedicated Customer Team's Channel:** We establish a dedicated Team's Channel exclusively for your team to contact our Support team. Within this Channel, you will also find a wealth of valuable resources available free including manuals and industry articles, software updates and drivers. This comprehensive resource hub offers access to training materials and detailed product information as well, empowering you to make the most efficient use of ROMDAS Products.
- **Discounts:**
  - **Spare/Replacement Parts:** Active AMS holders will receive a 10% discount on spare or replacement parts.
  - **25% Discount on Additional Training & Installation Services:** All follow up training and installation visits will be discounted by 25% for AMS holders.

- ● **Free Software Updates:** Depending on your subscription plan, you have the freedom to download new software updates and technical information for free. This guarantees that you will consistently work with the most up-to-date compatible software version and supporting documents.
- **Free Annual System Audit:** Have a ROMDAS technician remotely connect to your ROMDAS system to inspect settings, perform training, and fix any issues. AMS holders are entitled to one free remote audit per year. Simply email us to request a remote audit session.
- ● **Extended Manufacturer's Warranty:** Based on your chosen subscription plan, you have the option to extend your warranty by an additional 12 months. This extended warranty offers comprehensive coverage against manufacturing defects, ensuring the reliability of your system, which is crafted through our rigorous manufacturing process. In the event of any issues, our first step will be to attempt a repair, and if resolution isn't possible, we will promptly provide the necessary replacement parts at no cost to you.
- **LCMS Calibration Service:** Based on your chosen subscription plan for your LCMS system, you can have plans which will include an LCMS Factory Calibration Service. The manufacturer recommends annual calibration at their factory in Canada to ensure the data accuracy of your LCMS sensors.
- **LDTM License:** Laser Digital Terrain Mapping (LDTM) license for additional 12-months can be availed. This LDTM license needs to be accompanied by LCMS AMS subscription that is T2 or higher.

[Click here for more information about our AMS features and benefits](#)