

# GeoSLAM™ | Care

## GeoSLAM Care Dealer FAQ's

### 1. What is GeoSLAM Care?

GeoSLAM Care brings together the best in hardware and software support in one simple package. GeoSLAM Care will ensure all ZEB products are performing at their best and are using the latest software.

All full systems will now come with GeoSLAM Care, Educational GeoSLAM Care, Discovery GeoSLAM Care or Locate GeoSLAM Care as standard. The customer can choose to extend their GeoSLAM Care.

GeoSLAM Care replaces the previous Bronze, Silver and Enterprise/Gold support packages and offers all customers the same level of great service and support.

Customers must have a valid GeoSLAM Care package in place to enable them to receive hardware support, software support and upgrades. Please see the product catalogue for a breakdown of GeoSLAM Care.

### 2. Why have you introduced GeoSLAM Care?

Our products are easy to use, so we want the support package to be too. One simple package, one great level of service.

### 3. What do you get with GeoSLAM Care?

GeoSLAM Care comes with:

- The latest software releases
- Remote technical support from our team of engineers

- Hardware warranty for up to 5 years (as long as your GeoSLAM care is package is in place and must have major service at 3 years)

#### **4. Do I still have hardware warranty with GeoSLAM care?**

We're so confident in our ZEB family that any ZEB full system will be covered by a 3-year hardware warranty (with the option to extend to 5 years) as long as there is a valid GeoSLAM care package in place.

Serialised accessories (including the ZEB Cam, ZEB Pano and NCTech iStar Pulsar+) will come with a 1-year warranty. GeoSLAM Care will repair or replace any ZEB system that has developed a fault within fair wear and tear (at the discretion of GeoSLAM) while the hardware is under warranty.

#### **5. What Hardware is covered with GeoSLAM Care?**

Hardware manufactured by GeoSLAM is covered under GeoSLAM Care, which includes:

- ZEB Go (maximum of 5-years warranty)
- ZEB Go RT (maximum of 5-years warranty)
- ZEB Revo RT (maximum of 5-years warranty)
- ZEB Horizon (maximum of 5-years warranty)
- ZEB Pano (maximum of 1-year warranty)
- ZEB Cam (maximum of 1-year warranty)

#### **6. What about Discovery GeoSLAM Care?**

ZEB Discovery GeoSLAM Care includes the annual cost of ZEB Discovery software and access to the support team. This is in addition to GeoSLAM Care. The NCTech camera will have a 1-year warranty. Please see the price list for more information.

## 7. What about Locate GeoSLAM Care?

ZEB Locate GeoSLAM Care includes the annual cost of ZEB Locate software and access to the support team. This is in addition to GeoSLAM Care. Please see the price list for more information.

## 8. How does the 3-year hardware warranty with GeoSLAM care work?

All our solutions now come with 3-year hardware warranty at no extra charge, we just require a valid GeoSLAM Care package to be in place for each year of the hardware warranty to validate the 3 years. Please use the new product codes found in the new price list when placing orders.

## 9. Can I extend the hardware warranty past the standard 3 years?

Yes. The hardware warranty can be extended up to a maximum of 5 years. GeoSLAM Care must be in place for year 4 and 5 and the system must have a major service to qualify for an extended warranty (please see price list for service pricing).

At the time of major service, the customer must purchase an additional 1 or 2 years GeoSLAM Care, depending on how much longer they want to extend the hardware warranty. The system will be serviced, and any repair work will take place (there may be some additional cost if repairs are required).

GeoSLAM will then renew the hardware warranty for a further year/2 years. If the customer only purchases 1-year GeoSLAM Care the max warranty they can have is 4 years. To get the 5 years they need to purchase 2 years GeoSLAM Care at the point the scanner is serviced.

## 10. When does GeoSLAM Care start?

GeoSLAM Care will start upon activation of GeoSLAM Hub.

## 11. Do I need to have my system serviced?

It is not a requirement to have a service during the standard 3-year hardware warranty, however we would recommend having a minor service every year as this will ensure that the system is performing to its full capability. If you wish to extend the hardware warranty past the standard 3 years, the system must have a major service during year 3.

Please refer to the current price list for ZEB servicing.

## 12. What happens if my customers don't have or want GeoSLAM Care?

Any new system comes with at least 1 year of GeoSLAM Care. GeoSLAM Care makes sure your hardware and software are always performing at their best, with the latest software. Any customer without GeoSLAM Care will be able to access GeoSLAM Academy but will not receive the great benefits GeoSLAM Care offers.

## 13. Should I or my customer purchase a system with 1-year or 3-year GeoSLAM Care package?

One year of GeoSLAM Care is included in the full system price. 3 years of GeoSLAM Care can also be taken out, with the option to increase to 5 years and we'd recommend this package as it's the best value for money and means continuous support and hardware warranty throughout for the 3 years.

## 14. What happens if my customers' GeoSLAM Care lapses?

If the GeoSLAM Care package has expired, we'll be unable to offer Care until it is reinstated. If a customer wants to reinstate, GeoSLAM Care will be backdated to cover the lapsed period.

Hardware will not be covered for significant failure for 30 days after reinstating. The GeoSLAM team will be active in prompting renewals.

Please contact [orders@geoslam.com](mailto:orders@geoslam.com) for a GeoSLAM Care quote.

## 15. What are the different GeoSLAM Care packages?

Please refer to the current price list for pricing and product codes. When a system is purchased, the customer has the option to buy with 1-year or 3 years of GeoSLAM Care.

If the customer purchases the 3-year package they will be covered for software and hardware support for the 3 years. After the 3 years they would continue to purchase Annual GeoSLAM Care 1-year (GS\_SUP\_GEOSLAM).

If the customer purchases the 1-year package initially and then decides to renew their care for the remaining 2 years, they should purchase Years 2 and 3 GeoSLAM Care (GS\_SUP\_GEOSLAM\_YRS2AND3). After the 3 years they would continue to purchase Annual GeoSLAM Care 1-year (GS\_SUP\_GEOSLAM).

Customers with a ZEB Discovery or ZEB Locate would need to add Discovery or Locate GeoSLAM Care on top of this.

Please contact [orders@geoslam.com](mailto:orders@geoslam.com) for a GeoSLAM Care quote.



## 16. What happens if my customer currently has a Bronze, Silver or Gold support package in place?

You will not need to do anything. You will continue to be entitled to software support and when you renew your software support you will be placed on GeoSLAM Care.

We will be contacting GeoSLAM Care customers to explain the new package very soon, so there is no requirement to inform your end-users separately.

## 17. As a GeoSLAM Dealer, what GeoSLAM Care would I get for a Demonstration System?

Demonstration systems will come with GeoSLAM Care, so you know you can rely on your hardware and software. Your hardware warranty will last for 3 years, and there will be no need to pay for GeoSLAM care, so long as the unit remains as a demo unit, and you are still an authorised GeoSLAM dealer.

## 18. I hold GeoSLAM stock, what happens?

If you have sold on a stock system to a customer, you will need to notify GeoSLAM so the GeoSLAM Care can be activated and updated with the customers details.

GeoSLAM Care will begin 3 months after the unit has shipped to you, if the system hasn't been sold by then.

Please contact [orders@geoslam.com](mailto:orders@geoslam.com) and provide the serial numbers and the customer business name, address and a contact email.

## 19. What should I do if I have sold my Demonstration system onto an End User?

Demonstration systems can be sold on after 9 months from purchase. If you are selling your demonstration system to a customer, we'll need to see that the new owner is buying GeoSLAM Care with the ZEB system, so that we can convert the license and validate any hardware warranty remaining on the system. We'll also need to know the customer's business name and address so the GeoSLAM Care certificate can be updated. Hardware warranty cannot be extended beyond 3 years.

For example, if you bought a demo system in March 2020 and sell on the system in March 2021, a GeoSLAM Care package should be purchased for years 2 and 3 to activate years 2 and 3 hardware warranty.

## 20. How much does GeoSLAM Care cost?

Please refer to the latest price list and product catalogue on the GeoSLAM Dealer Portal.

## 21. Are there any Shipping costs?

GeoSLAM will cover the shipping costs of units that have been reported as having a hardware fault. Customers will continue to pay for shipping if returning their system for a minor or major service. Our shipping team are available to assist with shipping.