



Razberi OnSite Support

To Support Mission-Critical Security and Reduce Downtime

We know how important it is to have 100% uptime for mission-critical security. At Razberi, we're committed to building reliable equipment for 24 x 7 operation. Sometimes equipment issues arise. Razberi OnSite Support ensures that we can address it quickly and efficiently.

Razberi offers organizations an on-site service that provides for the repair of equipment at their site, eliminating the need to return a unit under warranty. *Available in the 48 contiguous United States.

Razberi OnSite Support Benefits:

- Expedites equipment and technical support to reduce downtime
- Saves time and money
- Reduces reseller trips to location
- Keeps VMS and Windows licenses intact
- Lowers risks of losing stored video
- Provides trained professional service technicians

Options	
Products with Standard 3-Year Warranty	3 year option 5 year option (extends warranty)
Products with Standard 5-Year Warranty	5 year option

How Razberi OnSite Support Works:

Contact Razberi Technical Support to request service. A technician and replacement parts will be immediately dispatched and typically on-site within 48 hours. Once the repair is complete, the field service technician coordinates with Razberi Technical Support to ensure successful repair and return to service.

Interested to learn more? Visit: razberi.net/OnSiteSupport

Network Optimization. Cybersecurity. Remote Health Monitoring. Open Platform.