



Telemetry and Data Systems

Extended Warranty and Support Programs

Wyle Telemetry and Data Systems, formerly General Dynamics Advanced Information Systems and Veridian Systems, is proud of its hard-earned reputation as the premier manufacturer of test and data acquisition products. Our support team draws on decades of cumulative experience as end users, program managers, project engineers, field engineers, and support and quality managers to meet customer requirements. Because our customers expect only the best from us, our company backs up its professional staff with modern facilities and all the resources necessary for solid product support. In addition, we are ISO 9001 certified, which means that we have ensured that the procedures we have in place will enable us to provide unparalleled support for every product we manufacture.

Service options range from our generous standard warranty to dedicated on-call support engineers and on-site applications engineers. Our support capabilities include on-demand telephone support, both factory and on-site repair services, and software applications support. The warranty support programs described below are priced to meet your budget and are tailored to handle the most demanding operational environments while meeting the most rigorous project schedules. Call the factory today for a price quotation.

Platinum Support for hardware and software is the most comprehensive support for the standard system user. It includes but is not limited to the following.

- Technical application support, Monday – Friday, 8:00 a.m. to 5:00 p.m. EST (24/7 support also available)
- Annual (in-factory) preventive maintenance (on-site maintenance support also available)
- On-line hardware and software update notification (guaranteed loan/swap service also available)
- Module loan/swap service as available (technical direct support also available)
- Internet read/write access to electronic mail
- Email notification of product upgrades
- On-line program patches/fixes (FTP)
- Factory repair parts and labor (on-site repairs also available)
- Rapid response, typically less than one (1) business day

Silver Support assures users that their software is always at the current revision level and fully supported. It includes:

- Technical software application support, Monday–Friday, 8:00 a.m. to 5:00 p.m. EST
- Internet read/write access to electronic mail
- On-line software update notification and current software revisions
- Periodic software upgrades
- Rapid response, typically less than one (1) business day

Gold Support for hardware and software is the most comprehensive support for the standard system user. It includes:

- Technical application support, Monday – Friday, 8:00 a.m. to 5:00 p.m. EST
- Annual (in-factory) preventive maintenance
- On-line hardware and software update notification
- Module loan/swap service as available
- Internet read/write access to electronic mail
- Email notification of product upgrades
- On-line program patches/fixes (FTP)
- Factory repair parts and labor
- Rapid response, typically less than one (1) business day

Bronze Support allows users to extend the standard hardware warranty. It also includes:

- Telephone diagnostics support, Monday – Friday, 8:00 a.m. to 5:00 p.m. EST
- On-line program patches/fixes (FTP)
- On-line hardware ECO notification
- Factory repair parts and labor
- Module loan/swap service (as available)
- Email notification of product upgrades
- Rapid response, typically less than one (1) business day