

# AllyCare Support

## Premium Customer Services

*3-year AllyCare provides a 10% discount off current AllyCare pricing along with 3-year price protection.*

### Benefits Summary

- Hardware repair or replacement services included, should the unit malfunction
- Major software version upgrades, minor updates, and firmware updates
- Priority response to technical support calls
- Members-only promotions and programs
- Access to online training modules, searchable knowledge base, online case submission, and much more



*On average, customers can save up to 19% over 3-years by taking advantage of the 3-year AllyCare option.*

### Overview

AllyCare is our comprehensive support and maintenance program for NetAlly's Network Tools, including AirMagnet® software. This program ensures your products are always up to date and provides you with a premium level of technical support to minimize business downtime and ensure the highest return on your investment.

### Key Features



#### AllyCare Advantage vs Standard Warranty

While our warranty covers your product from manufacturing defects in hardware for one year, and software for 90 days, there is great value in purchasing AllyCare, available in one- or three-year coverage periods.



#### Insure Your Investment - Repair/Replacement Guaranteed

If your NetAlly instrument fails or is damaged, we will repair or replace the unit free of charge, including shipping. If you use this service just once, you will have more than recouped your AllyCare investment.



#### Software Upgrades and Updates

Your NetAlly Handheld Network Testers or AirMagnet software will never be out of date. You will receive access to all available software upgrades, giving you the latest functionality, improving technical efficiency and troubleshooting. Software upgrades may be released multiple times throughout the year and are only available to AllyCare Members.



#### Accessory Replacement

Some accessory parts are essential to your NetAlly Handheld Network Tester, or AirMagnet product. The normal warranty on accessories is 90 days, but parts and accessories that ship with your unit, including the rechargeable internal battery (if applicable), will be replaced free of charge with AllyCare Support, once qualified as defective by our technical assistance center. With an average value of \$100-500, AllyCare saves you a significant expense if your battery or other accessory should fail.



#### Priority Technical Support

AllyCare includes priority access to our world-class Technical Assistance Center (TAC). Our highly-trained technical experts are stationed around the globe, ready to answer your complex troubleshooting questions.

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### AllyCare = Total Value

The economic case for AllyCare is clear. Compare the cost of AllyCare to the cost of the individual services it replaces annually:

Typical Repair Service	\$ 700 - 1,500
Software and Firmware Upgrades	\$ 450 - 1,350
Technical Support (@ \$199 per call/ 4 calls/ year)	\$ 796
Accessory Replacement	\$ 100 - 500
<b>Annual Average Value*</b>	<b>\$ 2,046 - 4,146</b>

\* Annual Average Value is higher for higher-cost instruments

### Membership-Only Promotions

Benefits	AllyCare	Non-AllyCare Membership
Software and Firmware Upgrades	✓	
Priority Access to Technical Support Team	✓	
FREE Repair with Priority Service	✓	
FREE Accessory Replacements*	✓	
Member Only Promotions	✓	
Access to Live Technical Support Team	Web, Email, & Phone	Web & Email
Knowledge Base Access	✓	✓
Online Training Videos	✓	✓

\* Applies to defective accessories in the original product purchase

Note regarding calibration: NetAlly Network Testers are manufactured to stringent specifications, and an automated "self-test" monitors the device's internal systems. As such, calibration is not required.

For more information about AllyCare solutions visit: [netally.com/support](https://netally.com/support)

AllyCare membership may not be available in all countries. Please confirm with your NetAlly representative before purchasing. Full terms and conditions can be viewed at: [www.netally.com/terms-and-conditions](https://www.netally.com/terms-and-conditions)



**[netally.com/support](https://netally.com/support)**



simplicity • visibility • collaboration

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