

FLUIDMESH FLUIDCARE



FLUIDCARE



PROFESSIONAL SERVICES



WARRANTIES

Tech support is extremely important in any wireless deployment, and access to a knowledgeable team of wireless engineers for field-level assistance is essential. And our customers agree that the empathy, accuracy and responsiveness for which Fluidmesh tech support is known is an example of excellence in the networking industry.

To raise our game by providing even more intensive customer support, we introduced **FLUIDCARE**.

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WHAT IS FLUIDCARE

Fluidcare is a brand new Support Plan, available for all Fluidmesh product lines, and to all customers. Fluidcare helps improve overall IT/OT service levels, and resolve problems more quickly, by categorically identifying issues and streamlining incident-management processes. It also reduces risk by allowing easy access to Fluidmesh technical experts and tools to improve visibility into the state of your IT/OT infrastructure. Fluidcare increases operational efficiency by using pro-active management tools and automated processes that improve the productivity of network administrators and managers.

WHAT'S INCLUDED

Fluidcare plans include access to:

- Fluidmesh's online Partner Portal (our central repository for documentation and online training).
- RACER (RADio Configuration EnviRonment), which allows fast, easy bulk configuration of radio networks.
- Unlimited download of all device firmware releases, including major, minor, maintenance and patch releases.
- Technical support is available 15 hours per day, 5 days per week, to assist you with product use, configuration and troubleshooting.

Each Fluidcare plan must be purchased together with the product to which it is linked.

COMPATIBLE DEVICES

Fluidcare standard support plans are currently available for the following Fluidmesh hardware devices:

- PONTE 50
- 1200 VOLO
- 3200-series
- 3500 ENDO
- 4200-series
- 4500-series
- FM 1000 and FM 10000 gateways
- FM MONITOR

FLUIDCARE PLANS

Fluidcare plans can be purchased for durations of 1, 3 or 5 years, based on individual needs. All plans can be extended if the needed extension takes place before the expiry date of the existing plan or plan extension.

For a full list of available Fluidcare plans, please contact your local Fluidmesh sales representative.

Fluidcare plans do not include professional services (such as on-site visits and assistance) or product warranties. These products and services can be purchased separately.

Fluidcare is a brand new Support Plan, available for all Fluidmesh product lines, and to all customers. It allows faster problem resolution, and helps improve overall IT/OT service levels, by categorically identifying issues and streamlining incident-management processes.



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FLUIDMESH
NETWORKS

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