SUPPORT PLANS FOR ANNUAL MAINTENANCE SUBSCRIPTION & WARRANTY

ROMDAS offers a variety of tailored Support Subscriptions to be suit your system and need. Please refer to the table below for different subscription options available:

Choose the Right ROMDAS System Support Plans

ROMDAS Support Subscription Plans	Non-LCMS Systems		LCMS2 inclusive systems						LCMS-4M inclusive systems		
	AMS	AMS-EXT-Warranty	AMS-LCMS-T1	AMS-LCMS-T2	AMS-LCMS-T3	AMS-LCMS-T4	EXT-WARRANTY-LCMS2	LDTM*	SW-AMS-LCMS-4M-T1	SW-AMS-LCMS-4M-T2	EXT-WARRANTY-LCMS-4M
● ROMDAS Support Subscription*	●	●	●	●	●	●	●		●	●	●
● Spare parts discount	●	●	●	●	●	●	●		●	●	●
● ROMDAS Software Updates (ex. LCMS updates)	●	●	●	●	●	●	●		●	●	●
● LCMS Calibration (Excludes cost of shipping to/from Canada)				●		●	●				●
● LCMS Firmware Updates					●	●	●			●	●
● Manufacturer's Warranty Extension (Excludes LCMS warranty)		●					●				
● Manufacturer's Warranty Extension (LCMS Inclusive)							●				●
● LDTM license								●			

LDTM* - Requires AMS-LCMS-T2 or higher) ROMDAS Support Subscription* - All subscriptions are 12 months, but multiple years can be purchased at a reduced rate.

➢ **Free Technical Support:** A new addition to our technical support system is remote ROMDAS support software. It allows for one of our technicians to log onto a survey computer to check settings and resolve issues. In addition to remote access an AMS includes 5 hours of technical phone support along with unlimited email correspondence. We aim to ensure that ROMDAS users have the support they need to maintain their systems.

➢ **Discount on Spare/Replacement Parts:** Current AMS holders will receive a 10% discount on spare or replacement parts.

➢ **25% Discount on Training & Installation Services:** All follow up training and installation visits will be discounted by 25% for AMS holders.*

➢ **Free Software Updates**: During the subscription period you are permitted to download any new software updates and technical documentation from our website for *free*. This ensures that you will always be working with the latest version of the software and supporting documentation.

➢ **Access to Secure Member's Page:** The ROMDAS member's page includes a database of free information, from manuals and industry articles to software updates and drivers. It will give you access to training manuals and product information from our website, helping you greatly in using our ROMDAS Products

➢ **Free Annual System Audit:** Have a ROMDAS technician remotely connect to your ROMDAS system to inspect settings, perform training, and fix any issues. AMS holders are entitled to one free remote audit per year. Simply email us to request a remote audit session.

[Click here for more information about our AMS features and benefits](#)