
PLS CARE: RECON - FAQ and Overview

1. What is PLS CARE: RECON?

PLS CARE is a service program to bring peace of mind and fully support our customers during their journey growing their business through our LiDAR solutions.

2. What do you get with PLS CARE: RECON?

This program includes unlimited support from our customer care team, and extended warranty options to cover you for the lifetime of your RECON LiDAR solution.

3. What hardware is covered by warranty with CARE?

RECON-A (Max of 3 years warranty)

RECON-XT (Max of 3 years warranty)

4. How does the PLS CARE process work for hardware RMA?

If our customer support team identifies a hardware failure, our team will initiate the RMA process.

Once our team has determined the hardware failure is covered under warranty, Phoenix will repair the system and ship it back to the customer.

5. What is not covered under the CARE program?

Abuse and misuse of the LiDAR system will not be covered. Phoenix will repair and replace any RECON LiDAR system that has developed a fault within normal wear and tear (at the discretion of Phoenix Lidar Systems) while the hardware is under warranty.

Please see our terms and conditions on www.phoenixlidar.com for more information.

6. What are my CARE subscription options?

Each RECON LiDAR solution comes with 1 year of PLS CARE, with options to extend that program subscription by 1 year (PLS.CARE.RN), up to 3 years total (PLS.CARE.RN.2YR).

7. Why have you introduced the CARE program?

Phoenix is dedicated to the support of our customers and we pride ourselves on delivering excellent customer experiences. With the CARE program we are able to extend that same Phoenix quality of service to our most cost-effective line of LiDAR solutions.

8. Does my software stop working if CARE expires?

Customers with lapsed CARE program subscriptions will not lose access to their software, but will not receive the latest updates and bug fixes.

Your post processing software will continue to work so long as you keep your software subscription paid and current.

9. Do I need to have my system serviced annually?

Annual maintenance is not required with the RECON series, however Phoenix will require recalibration after a period of 2 years. This is how long our calibration certificate certifies the RECON series for.

10. What if I don't purchase PLS CARE?

One Year of CARE is bundled with all our RECON solutions. CARE is required in order to maintain the latest software and firmware for your LiDAR solution.

Without CARE customers will not be covered for warranty related hardware failures, and will not receive the great benefits of full support from our customer care team.

11. When does my CARE subscription begin?

CARE subscriptions begin on the shipping date of the invoice.

12. What happens if I let my CARE subscription lapse?

CARE subscriptions that expire must be renewed before support coverage is extended again. Additionally, customers must back-pay the lapsed subscription, including prorated amounts for partial years, or whole annual amounts if years have been missed.

Customers who allowed their CARE subscription to lapse, will not be allowed to continue extending their hardware warranty. This restriction will only take effect if the customer does not pay in full by the final business day of their annual CARE subscription. Phoenix will be active in prompting customers to renew their CARE subscriptions.

13. Should I purchase a CARE package with my RECON LiDAR system?

One year of CARE is included in the full system price for each RECON unit.

Additionally customers will be allowed to purchase two more years of CARE, for a total of three years extended warranty and support through the CARE program. The CARE package is tied to the serial number of the RECON LiDAR unit.

14. Are there any shipping costs?

Phoenix will cover shipping costs when returning a unit that has undergone full warranty service. Customers remain responsible for shipping and duties costs to our headquarters prior to inspection and warranty service.

15. Does the CARE program include training for the RECON series?

Subscribers to the CARE program will always have access to PLS documentation, and video series showing users how to operate the RECON hardware and software correctly. Our support team cannot provide remote or in person training, and will encourage our customers to utilize the PLS learning resources at their disposal.

PLS CARE: RECON - Dealer Appendix

16. What are the CARE subscription options I can purchase for my customer?

Each RECON LiDAR solution comes with one year of PLS CARE, with options to extend that program subscription by one year (PLS.CARE.RN), up to three years total (PLS.CARE.RN.2YR).

17. I have RECON units in stock, what about CARE?

The CARE program is tied to the serial number of each RECON unit. Resellers who purchase RECON stock will have a 90 day window (from shipping date) to sell the units before the CARE program subscription starts for each unit purchased.

18. Should I purchase a CARE package with a RECON LiDAR system for my customer?

One year of CARE is included in the full system price for each RECON unit.

Additionally you will be allowed to purchase two more years of CARE, for a total of 3 years extended warranty and support through the CARE program. The CARE package is tied to the serial number of the RECON LiDAR unit.