



FLIR USS Product with 5 Years Warranty Notice

To Whom It May Concern:

We are pleased to inform you that Teledyne is now be offering our USS servers (including USS-ENT-xx, USS-PRM-xx, USS-SMB-xx, USS-WKS-xx) with a 5-year warranty.

- From January 2024 any new USS-WKS-xx was sold with 5 Years warranty.

Overview:

Our USS servers, with a full staging for Latitude UVMS \ Horizon, are backed by Dell's comprehensive warranty services.

We offer a 5-year ProSupport and Next Business Day On-site Service warranty for any new USS purchased after January 2024

Warranty Details:

1. 5-Year ProSupport:

- **24/7 Technical Support:** Access to Dell's in-region ProSupport engineers via phone or online, available around the clock.
- **Proactive Issue Detection:** AI-powered tools for proactive and predictive issue detection and resolution.
- **Comprehensive Coverage:** Includes support for both hardware and software issues, ensuring minimal downtime and maximum productivity.

2. Next Business Day On-site Service:

- **On-site Repairs:** After remote diagnosis, Dell provides next business day on-site hardware support to address and resolve issues promptly.
- **Priority Access:** Direct access to ProSupport engineers for expedited troubleshooting and solutions.

Disclaimers for Next Business Day On-site Service:

1. Geographical Limitations:

- The availability of Next Business Day On-site Service can vary by location. Dell typically provides this service within defined areas where they have the necessary infrastructure and resources.
- In some regions, the service might not be available, or there might be delays due to logistical challenges. It's best to check with Dell or your local FLIR representative to confirm service availability in your specific area.

2. Specific Conditions:

- **Service Request Timing:** Calls received by Dell after the local cut-off time may require an additional business day for a technician to arrive.
- **Remote Diagnosis:** Before dispatching a technician, Dell will perform remote troubleshooting and diagnosis to determine if on-site service is necessary.
- **Business Hours:** The service is typically provided during local business hours, excluding holidays.

For the most accurate and detailed information, you can refer to Dell's official documentation or contact their support directly.

Upgrade Options:

Customers can opt for additional services to further enhance their support experience, including:

- **Extended Warranty:** Additional years of warranty coverage beyond the initial 5-year period.
- **iDRAC Options:** Enhanced remote management capabilities with USS's Integrated USS Remote Access Controller (iDRAC) options.

How to Access Support:

To utilize the warranty services, customers need to take the Dell Service Tag ([Service Tag Transfer manual](#)) from their machine and use it as part of the warranty call. They can contact Dell Support through the following channels:

- **Phone:** Available 24/7 for immediate assistance.
- **Online:** Access support resources and initiate service requests via the Dell Support website.