



EXTENDED SERVICE PLANS



# EXTENDED SERVICE PLANS

## THE BEST PRODUCTS DESERVE THE BEST SERVICE.

You've already selected the best blast-resistant buildings (BRBs) available, so when it comes time for service, it only makes sense to use the best support tool around—one specifically designed for your BRBs.

At RedGuard, our team of **factory-trained** service technicians is outfitted with fully **provisioned trucks** and parts to **maximize the performance** of your BRBs. And just as we take the extra steps to ensure the quality of our buildings and the ease of delivery and setup, we'll do everything we can to provide you with the peace of mind knowing that your BRBs are always in peak condition.

To top it off, our technicians have the security clearances needed to get **quick access** to your site and carry a number of replacement parts with them in the trucks—even hard-to-find parts. This means your workers can stick to their schedules while we take care of your BRB.

Each of our service programs provide the service you need to keep your BRBs operating at **peak performance**. From basic, on-site repairs to preventative maintenance to professional services, one phone call connects you to the **right resource**. You don't have to wait for something to break to get support. Just like on a car, our schedule of **preventative services** keeps your BRBs running at peak performance and can prolong the life of certain parts. So instead of trying to do these maintenance tasks in your spare time, just select the package that suits your needs.

SERVICE PLANS	WARRANTIES		EXTENDED PLANS	
	INCLUDED WARRANTY	UPGRADED WARRANTY	SILVER EXTENDED	GOLD EXTENDED
TERM LENGTH	First 12 months	First 12 months	1 or 2 yr. (after first 12 months)	1 or 2 yr. (after first 12 months)
FACTORY-TRAINED TECHNICIAN	Yes	Yes	Yes	Yes
PREVENTATIVE MAINTENANCE	Yes	Yes	Yes	Yes
ON-TRUCK PARTS	Yes	Yes	Yes	Yes
SERVICE-REQUEST RESPONSE	1 Business Day	4 Business Hours	1 Business Day	4 Business Hours
ON-SITE DISPATCH	2 Business Days	1 Business Day	2 Business Days	1 Business Day
PRIORITY SCHEDULING	Yes	Yes	Yes	Yes
SCHEDULED VISITS	Bi-annual	Quarterly	Bi-annual	Quarterly
REQUESTED VISITS	2 / year	6 / year	2 / year	6 / year
ON-SITE PARTS DEPOT	No	Available*	No	Available*
AFTER-HOURS EMERGENCY SERVICE	No	No	No	Available*

\*CUSTOMER REQUESTED AND CHARGEABLE

### DELIVERING VALUE FOR YOUR BUSINESS TO:

- **Maximize building utilization** by providing occupancy throughout your project
- **Maximize productivity** by allowing you to appropriately allocate resources
- **Minimize disruption** by enabling you to focus on your tasks and responsibilities
- **Maximize responsiveness** by providing resolutions with one call
- **Gain peace of mind** knowing the world's best is your partner

CONTACT US TODAY

TOLL-FREE AT **844.742.4733** OR EMAIL [SERVICE@REDGUARD.COM](mailto:SERVICE@REDGUARD.COM)