

Public Safety Communications Products, Services, and Solutions

*Narrative for
Maintenance/Repair Services*

*Formal Response to Competitive Solicitation No. 00318
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Submitted To:

**Washington State Department of
Enterprise Services**
1500 Jefferson Street SE
Olympia, WA 98501
ATTN: Neva Peckham
(360) 407-2218
DESContractsTeamCypress@des.wa.gov



Submitted By:

Daniels Electronics, Ltd.
43 Erie Street
Victoria, BC V8V 1P8 Canada
(250) 382-8268
DBA
Codan Communications, Inc.
<https://codancomms.com>

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Maintenance/Repair Services

The Codan Standard Warranty is three (3) years parts and labor for Codan products, and one (1) year for solution and system integrations. If equipment needs to be returned to the factory for repair or assessment, the customer will contact Codan Technical Support Team to have a Returned Materials Authorization (RMA) number issued to track repair and assessment progress. Codan Technical Support Team can be reached at 1-250-382-8268 (or Toll Free on 1- 800-664-4066 between 8:00am and 4:30pm PST Monday to Friday or by email at LMRsupport@codanradio.com.

Codan optional extended warranty contracts are available under CodanCare Extended Service contracts at additional cost providing up to five (5) additional years or more. These contracts are available and priced based upon per individual per order value on a case-by-case basis.

Equipment Repair After Warranty Period

Non-warranty repairs are performed on a labor plus parts and shipping basis. Quotes will be issued upon request. Further, Codan Maintenance Contracts are available at additional cost to provide four services in addition to those provided in the standard three (3) year warranty to support installed equipment. The services include: Failed Unit Repair, Performance Testing of Radios (Preventative Maintenance), Upgrades and Retuning.

RMA Process

Codan Technical Support can assist NASPO customers with RMA processing, and procedures are also posted on Codan's customer facing website. These are identified as follows:

To return equipment to the Codan Communications factory in Victoria, Canada, for repair or assessment, the Codan Service Department must first issue an RMA (Return Materials Authorization) number to you. Contact the Service Department at LMRsupport@codancomms.com or call (800) 664 - 4066 between 8:00 AM and 4:30 PM PST Monday to Friday to request an RMA number.

Non-Warranty repairs are performed on a labor plus parts and shipping basis.

Quotes will only be issued upon request and must be requested prior to shipping equipment to Codan Communications in Canada for repair.

Shipment of equipment to Codan Communications for repair will be considered by Codan to be authorization to repair the unit using the most cost effective means possible (including replacement).

On the outside of the box please write:

- The RMA Number
- Include a packing list detailing the contents of the box and the name and phone number of a contact person in case we have any questions.
- U.S. customers must also write that the "COUNTRY OF ORIGIN IS CANADA"

Ship the package to Codan Communications at the following addresses:

US Customers:

Codan Communications
c/o The Victoria Clipper
2701 Alaskan Way, Pier 69
Seattle, WA
USA 98121