

KLASKARE

Innovation starts by empowering customer success

Our commitment to our customers and partners is the delivery of unrivalled support that includes extended warranty, security and visibility, ensuring success at every step with Klas.

Security



Klaskare gives the peace of mind that all your Klas assets and associated software are protected against the latest security threats. With Klaskare, comply to your organization's security regulations with faster remediation and mitigation against threats.

Support



When failure is not an option, Klaskare provides fast, expert, and in-person technical assistance 24x7. With Klaskare, gain from our decades of experience and get access to a rich repository of digital assets, maximizing your return on investment in Klas.

Management



Our hardware is designed rugged for long operational lifetimes. With Klaskare's centralized asset management portal, never lose touch with your Klas inventory, ensuring many years of successful and secure operational deployments.

Extended Warranty



While our equipment is designed rugged, we know accidental damage can occur at any time. With Klaskare, get the protection of timely remediation beyond the limited warranty and period, minimizing disruption to your edge operations in the future.

KlasKare is more than an extended hardware warranty

KlasKare is a service offering that provides security, support, and visibility of your Klas assets and all associated firmware and software.

To maintain the highest level of security, KlasKare provides ongoing support and access to firmware and software updates.

Service	Limited Warranty	KlasKare
KlasOS Software Patches and Updates	Included for first 90 days	Included
RMA Support	Charged per item for items out of warranty, no SLA offered	Included, dedicated Klas RMA manager to oversee cases
24x7, US-Based Cleared* Support	Not available	Included*
Prioritized Case Support	Not available	Included – 24-hour response SLA
Dedicated KlasKare Portal	Not available	Included
Case Tracking / Support History	Not available	Included
Klas Technical Portal Access	Limited access	Included
Expanded Damage Coverage	Not available	Included
KlasKare Multi-Year Support	Not available	Available – priced per year

* Klas U.S. Government customers only

To avail of KlasKare, please contact your local sales or support representative, or email support@klasgroup.com for more details.