

Loea



Loea professionals and our team of service partners are available to assist customers in configuring, installing and maintaining their Loea millimeter wave radio links.

Pre-Sales Services

- Site Surveys
- Network Configuration
- Network Planning/Design
- Installation
- Training
- FCC Link Registration

Post-Sale Services

- Telephone Support
- Email Support
- On-Site Support
- Maintenance Plans

Warranty

- 1-Year Standard Warranty on All Products
- Extended Warranty (up to 3 Years) Available
- Advance Exchange Option
- Repair/Refurbish

Service Offerings

Overview

Loea is committed to providing our customers with a broad suite of service offerings.

We know that your wireless point-to-point system is often the key link in your network – carrying critical data that can impact your business.

From initial consultation through post-installation support, Loea personnel and service partners are dedicated to ensuring that your Loea links are fully-operational and performing according to expectations.

Our service team has years of experience installing and supporting Loea products and other point-to-point wireless solutions including microwave and free space optics (FSO).

In-depth product training will provide your IT staffs with the expertise and knowledge to troubleshoot and resolve problems in-house.

If additional assistance is needed, however, we have support personnel available to assist you.

And should a problem require on-site support, you can count on our field support team or one of local support partners to provide you with hands-on troubleshooting.

We also have a number of extended-warranty and maintenance plans that will protect and extend your investment longer-term.

Bottom line, Loea knows that the relationship with our customers does not end with the sales agreement or the installation. Our service offerings will ensure that your Loea link will be operational for as long as you need it.

Contact us today at 1-858-254-6648 or loeasupport@loeacom.com for more information.

Pre/Post-Sales Support, Warranty

Offerings

Loea professionals and our team of partners provide a variety of support services to ensure maximum performance of Loea radio links.

Whether you need a full turn-key solution or simply telephone support, Loea has a service offering to meet your specific needs.

Pre-Sales

- **Site Surveys** – site analysis, link budget calculation, mounting recommendations
- **Network Planning** – determine the proper solution and ensure integration into existing networks
- **Installation** – from cabling to antenna alignment
- **FCC Link Registration** – assist with online, web registration required by FCC (in US)
- **Training** – a number of training courses/schedules as needed

Post-Sales

- **Telephone/Email Support** – Loea support personnel are just a phone call or email away
- **Maintenance Plans** – ongoing maintenance plans and service level agreements available
- **On-Site Support** – available to assist at customer locations if needed

Warranty Services

- **Standard 1-Year Warranty** – all Loea products include 1-year warranty on product defects and failures
- **Extended Warranty** – up to 3 years additional warranty available for a minimal fee
- **Advance Exchange** – replacement units next-day upon verification of defective link
- **Repair/Refurbish** – out-of-warranty products can be fixed