REDS Care and REDS Care+ are the optional service packages for REDS. REDS Care ensures software support and hardware coverage. REDS Care+ is additional to REDS Care and includes extensive monitoring and data-management features. REDS Care and REDS Care+ are the only service packages that provide extensive service and support from REDS experts. We provide REDS Care and REDS Care+ services packages with durations of one, three and five year. The service packages are offered at fixed prices, thereby you will never face unexpected maintenance or repair costs.
REDS is a truly integrated system, designed by Aviso Instruments. Only REDS Care provides you service from REDS experts.

**Software support includes:**
- Software version updates
- Software patches
- Error support
- Software maintenance

**Hardware support includes:**
- Extended warranty on all hardware items
- REDS hardware includes:
  - Intelligent Screen
  - Acquisition box including:
    - Power supply
    - Data collecting module
    - Sensors

**REDS Care+ includes:**
- Online feature to monitor your engines, wherever you are, with your own device.
- Index screen that enables monitoring two or more engines simultaneously.
- Data transfers via a secure VPN connection.
- Data collection, back-up and storage.
- Customer specific and profound data analysis.

**Index Screen**
A tailor made index screen, showing the real-time status of two main and two auxiliary engines.

**NOTE:**
REDS care and REDS Care+ can only be ordered with a new REDS system. It can only be used with a proper internet connection. The services are also applicable with a temporary internet connection, but the connection should first be approved by a REDS consultant.

The extended warranty on hardware is only applicable when all REDS parts are used, with good and proper care, as described in the REDS instruction manual. In addition, the warranty conditions, as described in the manual in section 1.4, also apply here.

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