

## Our Equipment Rental Policy

At Coda Octopus, we take our responsibility to support our customers very seriously and it is with tremendous pride that we provide our premier Technical Support Services to match our premier marine technology products. Our motto at Coda Octopus is to “resolve technical issues as quickly as possible” and use our best endeavors at all times to minimize downtime customers may experience when using any of our equipment. This motto is backed by 24x7x365 Technical Support which we build our business ethos around.

We recognize that some customers would like the option to rent our products as opposed to purchasing. We therefore, some time ago, introduced our rental services to give customers access to our solutions and products via our comprehensive rental pool. All items manufactured and/or sold by us are available within our well-established rental pool, which is composed of the most up-to-date hardware and software available. All Coda Octopus rentals which we provide are supplied with ongoing and supportive technical expertise during the rental period – 24x7x365. See our gallery of products available for rental [here](#).

**There are no authorized third-party rental companies nor authorized rental agents for the rental of Coda Octopus equipment. This is because it is our policy to ensure that our equipment can be fully technically supported when rented out and, as the innovator and manufacturer, we consider Coda Octopus best placed to provide such expertise to our customers. We therefore invite you to use our established rental services for all your global rental needs: all equipment manufactured by us is available for rental from us directly.**

We understand some users, however, have long-standing relationships with companies whose business is solely the rental of other manufacturers’ equipment. If a company chooses to rent our equipment from a third-party company, we can take no responsibility for your experience with our products. That we can give you access to our world class 24x7x365 technical support, before you hire our equipment from third party rental company please:

Get your rental company to provide you with a copy of the Coda Octopus TEAM Certificate for Technical Support for the Product(s) which you are renting that covers the rental period, from the Proposed Third-party Rental Company. When you forward this to us, we will provide you with 24x7x365 technical support during the rental period.

Third-party Rental Companies are aware of our Policy and are aware that Technical Support can only be obtained if there is a current Technical Support Agreement (CodaOctopus® TEAM Program). If you choose to rent from third-party rental companies, you should insist that they carry Technical Support with us for the period of your Project. This policy is akin to ensuring that the car you are renting is covered by insurance and roadside support, should an issue develop.

Please note: if you are not able to provide us with the TEAM Certificate, we will be unable to give you access to our Technical Support Service and, in such case, you will need to obtain Technical Support from the Company you are renting the equipment from.

To ensure that the Coda Octopus Software supplied with the third-party rental package is not obsolete, please contact Coda Octopus customer service to confirm at Worldwide: +44 131 553 7003, Americas: +1 888 340 CODA or support@codaoctopus.com

Please note: Versions 5 and 6 of our Underwater Survey Explorer (USE) are obsolete and Version 2 of our Construction Monitoring Software (CMS) is obsolete. These versions of our software do not operate on the Windows 10 Operating Systems. *If you are using the Windows 7 Operating System there are security risks associated with this operating system. Furthermore, using software that is obsolete may result in data loss or corruption.*

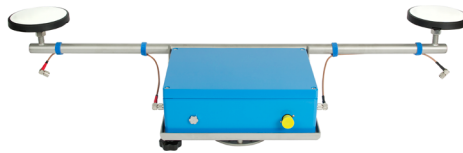
We look forward to supporting you!



### Echoscope 4G Series



UIS



PRECAL



F280



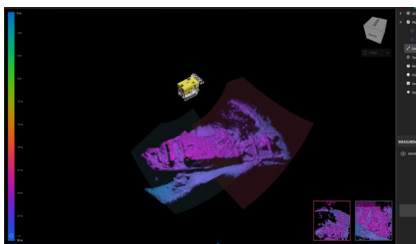
DA4G USB



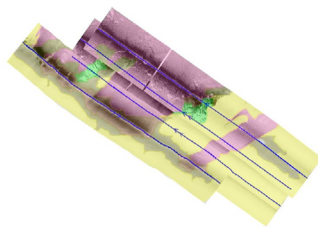
3D PSU



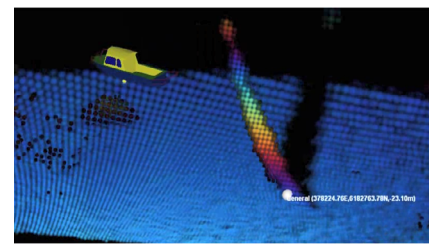
DAVD



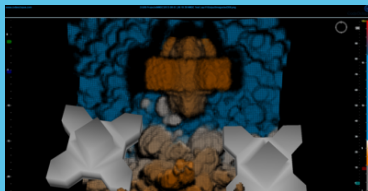
4G USE



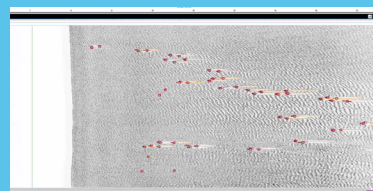
Survey Engine



3D MATT



CMS



SEADP

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