

Warranty and Support Options

	Support Level		
	Warranty Only	Standard	Enhanced
Contact channels			
Website	Yes	Yes	Yes
Email	Yes	Yes	Yes
Phone	No	No	Yes
Query response times (hours)	48	24	8
Support contact availability†	0800 to 1800	0800 to 1800	0800 to 1800
Remote diagnostics services *	Yes	Yes	Yes
Software			
Maintenance releases	Yes	Yes	Yes
Free functionality upgrades	No	No	Yes
Planned site visits per annum **	0	1	2
Onsite callout response times (days)	N/A	3	1
Repair costs covered §			
Parts & labour	Yes	Yes	Yes
Shipping	Yes	Yes	Yes
Free spare system provision	No	No	Yes

* subject to customer network access

** covering Preventative Maintenance and Top-up Training

§ subject to Standard Warranty Terms and Conditions

† support contact availability denotes local time in the territory from which your support is provided, i.e.:

- UK - GMT (UTC), with adjustment for BST as appropriate
- US - EST (UTC-5), with adjustment for DST as appropriate

Support tickets can be submitted via email or web outside the stated hours