

# Warranty and Support Options

	Support Level		
	Warranty Only	Standard	Enhanced
<b>Contact channels</b>			
Website	Yes	Yes	Yes
Email	Yes	Yes	Yes
Phone	No	No	Yes
<b>Query response times (hours)</b>	48	24	12
<b>Support contact availability</b>			
GMT timezone (UTC)	0800 to 1800	0800 to 2200	0800 to 2200
EST timezone (UTC -5)	0800 to 1800	0800 to 1800	0800 to 1800
<b>Remote diagnostics services *</b>	No	Yes	Yes
<b>Software</b>			
Maintenance releases	Yes	Yes	Yes
Free functionality upgrades ^	No	No	Yes
<b>Estimated repair time from factory receipt (days)</b>	30	14	7
<b>Named support manager</b>	No	No	Yes
<b>Planned site visits per annum **</b>	0	1	2
<b>Onsite callout response times (days)</b>	N/A	3	1
<b>Repair costs covered §</b>			
Parts & labour	Yes	Yes	Yes
Shipping	Return only	Return only	Return only
<b>Hot swap system provision ***</b>	No	No	Yes

\* subject to customer network access

\*\* covering Preventative Maintenance and Top-up Training

\*\*\* Hot swap system to be despatched from Thruvision Repair Facility within 48 hrs of fault being reported

§ subject to Standard Warranty Terms and Conditions

^ A valid licence must be held for free functionality upgrades. Upgrades will take place at the on-site PPM visit.