

WARRANTY & SUPPORT

SUPPORT LEVEL OPTIONS

		WARRANTY ONLY	STANDARD SUPPORT ⑥	ENHANCED SUPPORT ⑥
CONTACT CHANNELS	Website	✓	✓	✓
	Email	✓	✓	✓
	Phone	✗	✗	✓
QUERY RESPONSE TIMES (HOURS)		48	24	12
SUPPORT CONTACT AVAILABILITY	GMT timezone (UTC)	08:00 - 18:00	08:00 - 22:00	08:00 - 22:00
	EST timezone (UTC -5)	08:00 - 18:00	08:00 - 18:00	08:00 - 18:00
REMOTE DIAGNOSTICS SERVICES ①		✗	✓	✓
SOFTWARE	Maintenance releases	✓	✓	✓
	Free functionality upgrades ②	✗	✗	✓
ESTIMATED REPAIR TIME FROM FACTORY RECEIPT (DAYS)		30	14	7
NAMED SUPPORT MANAGER		No	No	Yes
PLANNED SITE VISITS PER ANNUM ③		0	1	2
ONSITE CALLOUT RESPONSE TIMES (DAYS)		N/A	3	1
REPAIR COSTS COVERED ④	Parts & Labour	✓	✓	✓
	Shipping	Return Only	Return Only	Return Only
HOT SWAP SYSTEM PROVISION ⑤		✗	✗	✓

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

- ① Subject to customer network access
- ② A valid licence must be held for free functionality upgrades. Upgrades will take place at the on-site PPM visit.
- ③ Covering Preventative maintenance and Top-up Training

④ Subject to Standard Warranty Terms and Conditions

⑤ Hot Swap system to be despatched from Thruvision Repair Facility within 48 hours of fault being reported

⑥ Applies in UK, EU and US only - applicability in other territories subject to local partner availability - contact Thruvision for further details

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E&OE. Specifications subject to change without notice