


	Standard Warranty and support	Extended Warranty and support	Complete Warranty and support	Notes
Access to telephone help desk 8am-5pm	X	X	X	
Access to support resources via web	X	X	X	
Defective components (1 <sup>st</sup> year only)	X	X	X	
Defective components (2 <sup>nd</sup> and subsequent years)			X	
Remote Diagnostics Support			X	
Software patches	X	X	X	
Software revisions		X	X	Updates to current version example version 1.1 to revision 1.2
Software versions		X	X	Updates from previous versions example version 1.0 to version 2.0
Spare System			X	 Standard HT905 AVITA system. For evaluating and testing new software, training purposes and a "hot" spare.
Discounts on: Software options, Hardware options and training			X	



Telephone Support



Email Support



Interface Support



Firmware upgrades



Manuals



Software Upgrades

## *Standard Warranty*

Any Hi Tech Systems' software malfunction will be resolved free of charge during the 12 month warranty period. Relevant software upgrades and updates will also be provided free of charge. Customer requests to add features or functionality to software applications are excluded from the warranty but may still be provided free of charge if Hi Tech Systems feels it is appropriate to do so. However, generally, these would be deemed alterations chargeable to the customer.

### **Returning equipment for repair and fault reporting**

It is essential to know the circumstances of any equipment failure or system malfunction for detection and diagnostic purposes. Shipping costs are the responsibility of the customer. We would aim to resolve non- critical hardware faults within three working days of equipment being received to our service facility.

### **Failures resulting from Customer action or inaction**

When a failure occurs due to customer (e.g. accidental or deliberate physical damage.) or inaction (e.g. unsuitable environmental conditions etc.) Hi Tech Systems will respond to the situation in the same way and within the same time scales as already described. However, all the costs incurred by Hi Tech Systems (including staff time) will be charged to the customer.

### **Spares**

Where the customer has both competent technical staff and is agreeable to the proposal, we can supply spares of certain key hardware items (such as displays and control wheels) to resolve some hardware failures. This is contingent upon the technical staff having undergone Hi Tech Systems training. If this arrangement is not acceptable we would aim to resolve non- critical hardware faults within three days of being notified.

## *Standard Support*

Telephone support and advice on both technical and interface issues.

Email support and advice on both technical and interface issues.

Depending on the system that is supplied, customer support can be handled in one of two ways:

Telephone & e-mail notification with one or two named customer contacts. We prefer to deal directly with one or two named customer contacts as this avoids

confusion and/or duplication of effort. For routine queries and non-critical problems telephone contact is limited to between:

0800 and 1700 GMT Monday to Friday (excluding UK public holidays).

OR

0800 and 17.00 US PST Monday to Friday (excluding US public holidays).

Response times will depend on the urgency of the problem/query but we would not expect any customer report to be left without a reply or, an interim solution for more than 48 hours. Most issues can be dealt with in this way. For critical failures (i.e. complete or partial system failure) an emergency contact number will be made available for out of office hours. In such situations we will respond as soon as it is practical but within 24 hours.

Site visits by Hi Tech Systems personnel. Where it is not possible to resolve faults or apply software updates remotely, it may be necessary for Hi Tech Systems personnel to attend to the equipment on site. Should a visit be required the timing costs will be quoted and then customers will be required to submit a purchase order to cover travel and related repair expenses.

### *Extended and Complete Warranty*

The Hi Tech Support contract provides for a long term ongoing relationship between our two companies. The agreement provides a guarantee of response time and also allows you to feel confident that your system will maintain compatibility with the supported servers. It will thus be possible for you to upgrade your solution to the latest release of the component parts software with confidence that Hi Tech will ensure that your workflow is protected. In addition, the Hi Tech support contract will give you access to new releases of the ever developing AVITA product range enabling you to take advantages of these new features.

The company maintains a development team and a full laboratory to test and develop new server interfaces. A development plan is maintained and customers are made aware of these plans. In some cases the Hi Tech schedule may not meet the client's demand in which case we are happy to quote to deliver these features to your time scale. The Hi Tech Support contract makes you a member of a club where all users can benefit not only from Hi Tech investment in the product but from each other's needs. All Hi Tech development is driven by customer demand. The support agreement provides for a 4 hour response time to any queries based around the Hi Tech Systems normal working day of (8am – 5pm UK, GMT) and (8am – 5pm – US, PST). In all cases it is our policy to train our users to a level of self sufficiency and to encourage the user to maintain staff at a level to take first line support calls.

### The main features can be summarised as:

4 hour response time

Access to new releases

Maintenance of compatibility for supported servers

The extended warranty is available and extends the warranty for up to 5 years from the original date of purchase. The support element runs through the standard warranty period and any extended warranty period purchased.

## Training

We offer training both on-site at our customer's or dealer's premises or in our offices in the UK. Training can be purely operational or technical or a combination of each to suit the requirements of the audience.

Our training is designed to provide users of Hi Tech products with a good grounding in the operational aspects of the equipment including optimising the configuration of the control panel to get maximum benefits from the customer's investment. Operators will leave the training session equipped to set up and use Hi Tech control panels in the most pressured of production environments.

Technical training includes basic operation, configuration and maintenance of Hi Tech control panels, and basic training in server configurations to ensure trouble free integration with the customer's workflow.

Our training courses can be formal or informal, and can be on a one to one basis or as a group session. When we visit a customer's premises to provide a training course, it is preferable that the equipment is already installed and that the operators have started to use the system. This is to avoid being sidetracked into the installation of our equipment and that the operators will have generated some relevant questions for the course trainer.



Prices for our courses depend on the location of the training, the number of trainees and the style of the course - formal or informal - and are available upon request from Hi Tech Systems.