

Emblaze-VCON Support Levels (Version 2008)

Complete Care CC00012

Complete Care CC00012 is the basic service, which need to be bought with every product and it includes

- Updates (Bug Fixes) for 12 month
- Upgrades (New Versions) for 12 month
- Remote Support (Phone and Mail on Weekdays during the European working hours) for 12 month.

Alternative are there CC00024 for 24 months and CC00036 for 36 month available.

Complete Care Advanced CCA00024

Complete Care Advanced CCA00024 is the advanced service, which need to be bought with every product and it includes

- Updates (Bug Fixes) for 12 month
- Upgrades (New Versions) for 12 month
- Remote Support (Phone and Mail on Weekdays during the European working hours) for 12 month.
- Warranty Extension for Hardware for additional 24 month
- Advanced Replacement with shipping latest next day after the day a certified Emblaze-VCON engineer decided that the box can't be fixed and need to be replaced.

Alternative is there CCA00036 for 36 month available.

Catch up upgrade CU00001

If products are out of warranty for more than 3 month, a catch up upgrade need to be bought, to update to the actual version. Please be aware that this doesn't include warranty for an additional year.

Hardware Warranty WAR00012

One year additional Hardware Warranty, for one product.

Software Updates only UPD0012

One year additional Updates, which includes Bug Fixes for the version the client use.

Software Upgrades UPG00012

One year additional Upgrades for the Version and the Product the client use.

Remote Support SUP00012

One year Remote Support for one client the customer is using.

For further support types like Dial In Support or OnCustomerSide Support, please contact your Distributor or Emblaze-VCON Specialist.

Services - Complete Care 12, must be purchased with every product		
Compleat Care 12, 24, 36		
CC00012	Updates (Bug Fixes)	10%
CC00024	Upgrades (New Versions)	15%
CC00036	Remote Support (Phone, Mail, on weekdays)	20%
Complete Care Advanced 24, 36		
CCA0024	Updates (Bug Fixes)	25%
CCA0036	Upgrades (New Versions)	35%
	Remote Support (Phone, Mail, on weekdays)	
	Warranty Extension (Hardware)	
	Advanced Replacement (shipment next day)	
Catch up Upgrade		
CU00001	If products are out of warranty for more than 3 month, a catch up upgrade need to be bought, to update to the actual version.	25%
Single Options		
WAR0012	One Year Hardware Warranty	7%
UPD0012	One Year Software Updates	5%
UPG0012	One Year Software Updates and Upgrades	10%
SUP0012	One Year Remote Support (Phone, Mail, on weekdays)	5%
Please provide the product serial number with every support call. Without product serial number, support can't be processed.		