

Microtronix Support Options

Maintenance Contract Offerings

Hardware Maintenance Contracts

A Microtronix Hardware Maintenance Contract entitles the customer to hardware maintenance and warranty repair of products for **one (1) year**. Defective products are replaced using our **Cross Shipment Support** policy (see below) in which a replacement product is shipped to the customer within 24 hours of notification of the failure on a business day. The customer must ship the defective product back to Microtronix for repair within 5-business day of reporting the failure and is responsible for all the costs associated with returning the product for repair. Microtronix will cover the cost of shipment of the replacement product to the customer.

For additional pricing information on Extended Warranty Maintenance Contracts please contact Microtronix sales directly at sales@microtronix.com.

Software Maintenance Contracts

A Microtronix Software Maintenance Contract entitles the purchaser of hardware products or licensee of software products to software bug fixes and/or patches, and maintenance releases associated with standard product development for **one (1) year**.

While Microtronix seeks to resolve software problems or bugs reported by email from the Customer, the company reserves the right to make final decision on problem resolution, software upgrades and/or patch fixes.

For additional licensing and pricing information please contact Microtronix sales directly at sales@microtronix.com.

Extended Software Maintenance & Technical Contracts

These contracts extend Software Maintenance to additionally provide both phone-in and electronic Technical Support of problem reporting, problem resolution and support for firmware upgrading for **one (1) year** from the date of purchase of the contract.

These Contracts are based on; the number of products purchased by the Customer, whether it is a standard or a customized product, hours of support required, and the number of persons accessing the support service. The standard contract typically includes an Extended Technical Support – Phone-in & Electronic Service Requests contract (see below).

For additional licensing and pricing information please contact Microtronix sales directly at sales@microtronix.com.

Microtronix reserves the right to modify company support policies without notice.

Software Upgrade Policy

Software Upgrades

Microtronix offers the option to purchase a one-time software upgrade to a specific revision level as required by the customer. This Software Upgrade option is designed for customers not on a Software Maintenance Contract who have product at various software revision levels and desire to standardize the software version of the products across their network. Software Upgrades for standard product come with **one (1) hour** of Technical Installation Support and are covered by our standard **90-Day** Limited Firmware Warranty.

Microtronix provides a text file which documents the software changes and fixes incorporated into each release. However, the customer should note that purchasing a Software Upgrade does not assure resolution of an existing problem, or that it will be free from introducing new problems into the user network or that it will not create an issue with other dependent software applications.

This Software Upgrade Policy does not apply to customized software releases or non-standard versions of the products.

For additional pricing information on software upgrades please contact Microtronix sales directly at sales@microtronix.com.

Warranty Support

Cross Shipment Warranty Support

Defective products are replaced using our **Cross Shipment Support** policy in which, upon notification of a given hardware failure of product covered by the hardware warranty; Microtronix will ship pre-paid a functional replacement unit within 24 hours of notification of the failure on a business day. The Customer will return at their expense the defective unit for diagnosis and possible warranty repair. Returned units will be held as a backup in the event of another field failure.

The Customer must ship the defective product back to Microtronix for repair within 5-business days of reporting the failure. Microtronix will cover the cost of shipment of the replacement product if a warranty defect has occurred otherwise the Customer is responsible for all the costs associated with shipping a replacement product.

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Technical Support Contracts

Microtronix technical support staff have a reputation for providing timely and informative solutions to customer questions regarding use and configuration of our products. Technical Support Contracts are available for:

- Electronic (email) service requests,
- Phone service requests,
- Extended installation support, and
- On-site technical support.

Technical Support Contracts provide access to technical support to resolve technical issues associated with the use of the product in the customer's application. The contracts are for 10 and 40 hours of support and do not include software maintenance. Users are required to have an active Software Maintenance Contract in place if they wish to receive software updates as may be required to resolve a particular technical problem.

Support hours are charged on per incident use at a minimum of one half ($\frac{1}{2}$) hour per incident, and additional fifteen (15) minute increments thereafter, at the discretion of Microtronix. Response time from submission of the incident is one business day maximum. Technical support will be available by phone during our normal 9 AM to 5 PM EST business hours. Support Incidents are logged and results documented.

For pricing and additional information on Technical Support Contracts please email Microtronix sales directly at sales@microtronix.com. Per incident support is also available.

Technical Support – Electronic Service Request

The Technical Support – Electronic Service Request Contract is an annual support contract, which provides for electronic service requests for up to two (2) Registered Users for up to a total of 10 Support Incidents. These designated personnel can enjoy the electronic convenience of submitting technical questions and service requests to our knowledgeable support engineers for resolution. Response time from submission of the request is one business day maximum.

Extended Technical Support – Phone & Electronic Service Requests

The Technical Support – Phone Service Request Contract is an annual support contract that provided for timely resolution of up to ten (10) technical support phone incidents (to a maximum of 10 hours) from two (2) Registered Users within a 1-year time period. Response time from submission of the incident is one business day maximum. Technical support will be available by phone during our normal 9 AM to 5 PM EST business hours. Support Incidents are logged and results documented.

This Technical Support Contract option also includes, electronic technical support for up to a total of ten (10) additional Support Incidents (to a maximum of 10 hours) for up to two (2) registered.

Microtronix reserves the right to modify company support policies without notice.

Post Installation Technical Support

Commencing from the date of delivery of new networking products to the Customer, Microtronix will provide for a **30-day period** up to **1 hour** of phone-in or email Post Installation Technical Support – for one technical contact – to resolve technical issues with installation and configuration of the product in the customer’s network. When more than 1 hour is required to resolve technical issues, customers can purchase a 10-Hour Technical Support Contracts to receive additional support.

Post Installation Technical Support hours are logged on per incident use at a minimum of one half (½) hour per incident, and additional fifteen (15) minute increments thereafter, at the discretion of Microtronix. Response time from submission of the incident is one business day maximum. Technical support will be available by phone during our normal 9 AM to 5 PM EST business hours. Support Incidents are logged and results documented.

Per-incident Technical Support

For customer’s requiring post installation or per-incident technical support, Microtronix will provide up to **2 hours** of phone-in or email Per-incident Technical Support for products to resolve technical issues with installation, configuration, use, and problem resolution of the product in the customer’s network. These contracts expire after a 90-day time period.

When more than 2 hours is required to resolve technical issues, Microtronix provides the option to purchase additional time via Extended Technical Support Contracts discussed above.

Technical Support Contract

For customer’s requiring extended technical support to identify and resolve either network or application issues, Microtronix will provides the option to purchase a Technical Support Contract to resolve – via phone or email – technical engineering issues with use of our product in the targeted customer’s application. These contracts are available in 10-hour increments and expire after one year.

Support hours are charged on per incident use at a minimum of one half (½) hour per incident, and additional fifteen (15) minute increments thereafter, at the discretion of Microtronix. Response time from submission of the incident is one business day maximum. Technical support will be available by phone during our normal 9 AM to 5 PM EST business hours. Support Incidents are logged and results documented.

On-site Technical Support

While most technical design issues can be resolved by phone and is unlikely to be required, on-site Technical Support is available. Contracts are based on an 8-hour workday. Travel time is extra. Direct travel and food expenses are billed at cost plus 15%.

Microtronix reserves the right to change process as deemed necessary.

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Embedded Hardware and Software
Design Innovation

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