



Z-IP Systems

Maintenance & Support Programs

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Z-IP Systems' wide range of professional video solutions is designed to meet the highest standards of reliability and quality.

In addition to standard support & warranty services, Z-IP Systems offers extended support programs.

These comprehensive programs provide extended software and hardware coverage, superior access to our technical support engineers, and rapid turn-around of replacement parts.

They also offer valuable online resources to help you maintain your video services and ensure critical equipment is always fully operational.

By subscribing to a Z-IP Systems Support Program, you significantly improve your ability to respond pro-actively and quickly to technical issues. As a subscribed customer, you are updated with the latest software modules as they are released, get replacement hardware delivered to your facility the moment an error occurs, and benefit from preferential pricing on software upgrades when scheduling on-site visits at your facility.

Z-IP Systems support programs also include access to our Annual Advanced Technical Training Schools, allowing you to get the maximum out of your video platforms and offer the best level of service.

Service / Program	Standard Warranty	Silver Program	Gold Program	Platinum Program
Hardware Repair	First year only	✓	✓	✓
Advanced Replacements	-	-	Ships within 48 hours	Ships within 24 hours
Critical Security Updates	90 days	✓	✓	✓
Minor Software / Firmware Updates	-	45% discount	✓	✓
Major Software / Firmware Updates	-	45% discount	65% discount	✓
Support Inquiries via Phone	-	9am-5pm Mon-Fri	24/7/365 12-hour hotline response	24/7/365 8-hour hotline response
Support Inquiries via Helpdesk	Response within 4 business days	Response within 1 business day	Response within 24 hours	Response within 24 hours
Online Remote Diagnostics and Engineering Support	-	✓	✓	✓
On-Site Engineering Support Fees (per day)	-	30% discount + T&E	50% discount + T&E	70% discount + T&E

For more details and to subscribe for an Extended Support Program call (866.902.2606) or email us today (info@z-band.com). Just Ask!