



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.

Product/Service	Standard Warranty	Silver Program	Gold Program	Platinum Program
Hardware Repair	12 Months	✓	✓	✓
Advanced Replacement			48 Hours	24 Hours
Critical Software Upgrades	90 Days	✓	✓	✓
Software/Firmware Upgrades	30% Discount	45% Discount	65% Discount	No Charge
Annual Advanced Training		Discounted Rates	Discounted Rates	No Charge
Phone Support	2 Business Days	1 Business Day	24/7 hot-line 4 hour response	24/7 hot-line 2 hour response
On-Site Engineering Fees (Per Day)	\$5,000 + T & E	\$2,500 + T & E	\$1,500 + T & E	\$750 + T & E

For more details and to subscribe for an Extended Support Program call (877-801-8727) or email us today (info@z-band.com). Just Ask!