

Standard Warranty and Technical Support

Pivot3 provides a standard three-year limited return-to-factory warranty on hardware products and 90-day warranty on software products. During the first 90 days after receipt of shipment, customers are entitled to software technical support via phone and email. For three years after receipt of shipment, customers are entitled to hardware technical support via phone and email. Standard support hours are 8:00 AM to 5:00 PM Central Time, Monday - Friday (excluding holidays). Warranties are non-transferable without Pivot3's prior consent. Standard Warranty and Technical Support includes:

- Return to factory parts replacement.
- Software maintenance and updates for first 90 days.
- Software technical support for first 90 days.
- Hardware technical support for three years.
- 24x7 web support.

Optional Support Plans

Customers can choose from two optional levels of support available in increments of one year for up to three years.

Premium Support – This plan is for customers who desire to perform their own repairs and want quick turn-around of replacement parts. It includes the standard warranty and technical support and adds:

- Overnight shipment of replacement parts upon verification of failure.
- 24 x 7 x 365 technical support for hardware and software issues (phone & email).
- 1 additional year software maintenance*.

Premium Plus Support** – This plan is for customers who desire onsite repair / support. It includes the standard warranty and technical support and adds:

- On site technician within four hours during normal business hours.
- On site repair / replacement of HW components
- 24 x 7 x 365 technical support for hardware and software issues (phone & email).
- 1 additional year software maintenance*.

* Current version maintenance only. Version to version software upgrades not included.

** Premium Plus plan is available in the Continental United States.

Warranty and Support Plan Summary

	Std. Warranty	Premium	Premium Plus
Hardware Parts Replacement	3 yr Return to Factory	Overnight parts shipment	Onsite repair
Software Maintenance	90 Days	1 yr maintenance updates	1 yr maintenance updates
Software Technical Support (phone/email/web)	8x5 for first 90 Days	24x7x365	24x7x365
Hardware Technical Support (phone/email/web)	8x5 for 3 years	24x7x365	24x7x365

Additional Services

Time and Materials - Pivot3 offers additional Professional Services on a time and materials basis. Installations, optimization, training, site surveys, etc. can all be provided on a T&M basis. Please contact your Pivot3 Sales Representative for more information



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