



GuardianCare 24/7 Support

“They were available to us at all hours of the day and night, and never hesitated to help with any problem that came about.”

MSGT. U.S. AIR FORCE

GuardianCare

24/7 WORLD-CLASS SUPPORT

By purchasing a Haivision MCS visual collaboration system, you have invested in a powerful tool that will help your organization operate, collaborate, and communicate more effectively. Our GuardianCare support plan was developed to help you protect your investment and maximize its value over the years to come.

GuardianCare provides ongoing expert support for your system and helps you leverage your technology to its fullest potential. As a GuardianCare member, you can rest assured that your critical assets are supported by our dedicated team, 24/7.



24/7 PHONE SUPPORT

GuardianCare support personnel are available 24 hours a day, 7 days a week, 365 days a year to assist you with any concerns. Our Support team members are experienced professionals based in our Atlanta headquarters. With years of experience supporting AV and IT systems, our team can deliver swift, effective solutions for your needs.

GUARDIANCARE PORTAL

As a GuardianCare member, you will have exclusive access to the GuardianCare Support Portal to submit tickets, access articles with answers to frequent questions, as well as access the latest software and documentation.

ON-SITE SUPPORT

With GuardianCare, your organization has access to two on-site support visits per year. These complimentary visits may be used for preventative maintenance to ensure optimal system performance, upgrades, or emergency dispatch for hands-on assistance with an issue.

SERVICE LEVEL OBJECTIVES

GuardianCare provides members with support for all Haivision-manufactured products. This means that as a GuardianCare member, you can count on guaranteed response times depending on the severity of the issue.

THE LATEST FEATURES AND CAPABILITIES

FREE SOFTWARE UPDATES

With an active GuardianCare contract, you will receive free access to all updates within your current major version release of your software, so you do not have to wait to leverage the latest features and capabilities.

DISCOUNTED SOFTWARE UPGRADES

GuardianCare provides members with discounts on all major upgrades to the CineNet software platform, such as from CineNet 3 to CineNet 4. When a major upgrade, like to the Command 360 software platform is deployed, your team will be provided with a remote training session to review new functionality and features.

LONG-TERM BENEFITS

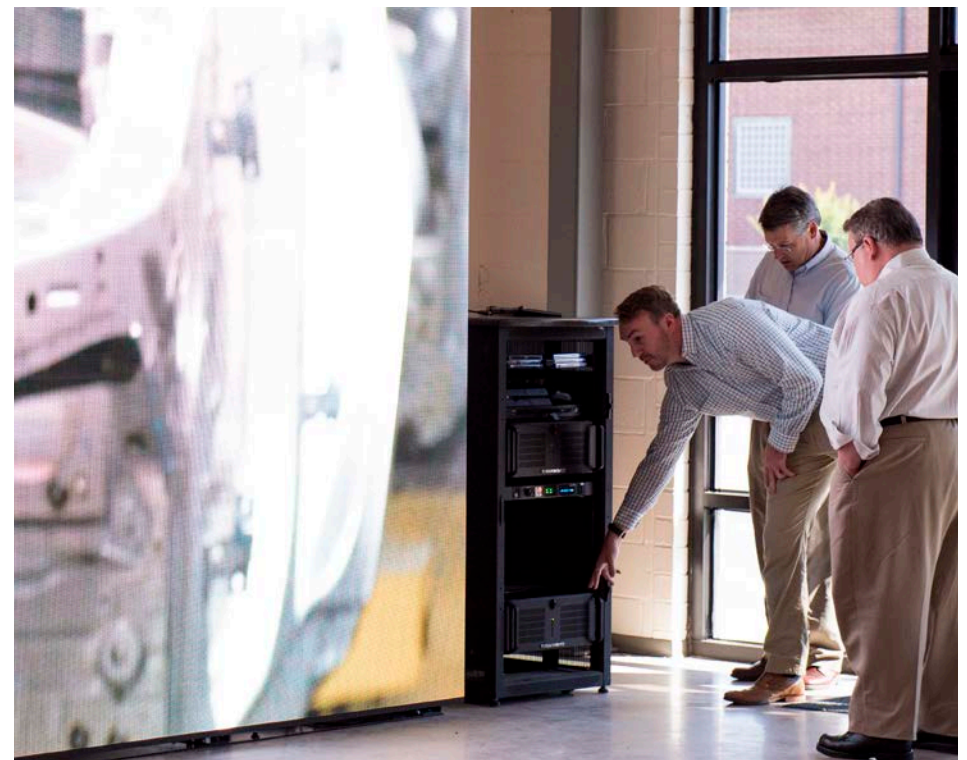
EXTENDED LIMITED WARRANTY

When you purchase a Haivision system, you also get the peace of mind that the Haivision-manufactured products are covered against defects in materials and workmanship under normal use for up to five years. The warranty covers all Haivision-manufactured products, except displays which are covered for up to three years.

This warranty does not extend to any third-party goods or services. However, as a GuardianCare member, our Support team will provide basic support for third-party products.

BASIC SUPPORT FOR THIRD-PARTY PRODUCTS

As a GuardianCare member, you will also have access to basic support services for third-party products integrated by Haivision. Our Support team can provide remote diagnostics, troubleshooting, and connect your organization with third-party manufacturers for warranty-related coordination.





READY TO GET STARTED?

Speak to one of our experts.

[CONSULT WITH AN EXPERT](#)

HAIVISION IS TRUSTED BY ORGANIZATIONS WORLDWIDE



SIGN UP FOR GUARDIANCARE

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GSA Schedule GS-35F-0537U