

Haivision Support Programs

First-Class Support for Mission-Critical Success

In mission-critical environments, every second matters. Haivision Support Programs are built to safeguard your operations, minimize downtime, and ensure you get the most from your technology investment.

- **Expertise You Can Rely On:** Direct access to industry leading specialists in video, network, and system troubleshooting who understand the demands of mission-critical video workflows.
- **Always Responsive:** Professional, rapid support designed to keep your business-critical operations running smoothly without interruption.
- **Flexible Coverage Options:** Choose from one-year or multi-year contracts to match your organization's operational and budgetary needs.

With a Haivision Support Program, you gain more than technical assistance; You gain a partner committed to protecting your mission-critical workflows when it matters most.

Support Program

Designed for customers with mission-critical applications, the goal of Haivision's Premium Support Program is to minimize the impact and cost of downtime. Featuring the fastest response times, as well as enhanced hardware coverage, Premium Support is Haivision's most comprehensive support option.

Technical Support

- Access to telephone, email, and portal based technical support.
- Premium Support customers receive first response within 2 hours of contacting Haivision.

24/7 Phone Support

- Access a dedicated Haivision support team, with all calls routed to professional, experienced live support agents who understand the demands of mission-critical workflows.

Enhanced Hardware Protection

- Haivision offers an enhanced hardware coverage that reduces downtime for the defects covered under our hardware warranty. Depending on the product, one of following options is offered (see Page 7 Hardware Coverage Matrix for details):
 - Advanced Hardware Replacement¹: For defective encoders, decoders, transmitters, or set-top boxes, Haivision ensures minimal downtime with rapid access to replacement units to keep your operations running smoothly and your workflows uninterrupted.
 - Onsite Repair²: Onsite repair service for rack server products delivered by certified technicians.

Non-Warranty Repair Services

- Access discounted repair services for hardware that has been damaged or is no longer covered under Haivision's hardware warranty. This service is designed to help you extend the life of your equipment while managing costs effectively.

Software Releases and Assistance

- Premium Support customers receive full access to all software releases. Stay current with general availability releases, maintenance updates, and security patches, ensuring your systems remain secure, stable, and optimized for peak performance.
- Access to expert guidance and assistance for software updates.³

Online Self-Service Portal

- Access to Haivision's Support Portal where you can create, view, manage, and update your support cases or request additional licenses.
- Browse product documentation and knowledge base articles for self-guided support.

¹ A minimum-equivalent refurbished or brand-new unit or replacement part is shipped to Premium Support customers before sending the faulty equipment back to Haivision. Same day shipment available when Return Material Authorization is processed by 2:00pm ET. For defective sub-components (power supplies, MB1/2 chassis, HDD) Haivision reserves the right to send a replacement component vs. replacing the complete assembly.

² Dependent on the availability of regional resources. Additional charges may apply in certain locales. If onsite repair is not available, the defective hardware will be managed through the RMA process.

³ Available during business hours. Must be scheduled in advance through the Haivision Support Portal, 1 week notice required.

(Command 360 Only)

Designed for Haivision Certified Integrators supporting customers with business-critical applications, Haivision's Certified Integrator Support Program offers the same coverage as Premium support, but with the integrator functioning as the front line with the customer and Haivision supporting via the integrator.

Technical Support

- Access to telephone, email, and portal based technical support.
- Certified Integrators receive first response within 2 hours of the integrator contacting Haivision.

24/7 Phone Support

- Access a dedicated Haivision support team, with all calls routed to professional, experienced live support agents who understand the demands of mission-critical operations centers.

Enhanced Hardware Protection

- Haivision offers enhanced hardware coverage that reduces downtime for the defects covered under our hardware warranty. Depending on the product, one of following options is offered (see Page 7 Hardware Coverage Matrix for details):
 - Advanced Hardware Replacement⁴: For defective encoders, decoders, transmitters, or set-top boxes, Haivision ensures minimal downtime with rapid access to replacement units to keep your operations running smoothly and your workflows uninterrupted
 - Onsite Repair⁵: Onsite repair service for rack server products delivered by certified technicians.

Non-Warranty Repair Services

- Access discounted repair services for hardware that has been damaged or is no longer covered under Haivision's hardware warranty. This service is designed to help you extend the life of your equipment while managing costs effectively.

Software Releases and Assistance

- Certified Integrator Support customers receive full access to all software releases. Stay current with general availability releases, maintenance updates, and security patches, ensuring your systems remain secure, stable, and optimized for peak performance.
- Access to expert guidance and assistance for software updates.⁶

Online Self-Service Portal

- Access to Haivision's Support Portal where you can create, view, manage, and update your support cases or request additional licenses.
- Browse product documentation and knowledge base articles for self-guided support.

⁴ A minimum-equivalent refurbished or brand-new unit or replacement part is shipped to Premium Support customers before sending the faulty equipment back to Haivision. Same day shipment available when Return Material Authorization is processed by 2:00pm ET. For defective sub-components (power supplies, MBI/2 chassis, HDD) Haivision reserves the right to send a replacement component vs. replacing the complete assembly.

⁵ Dependent on the availability of regional resources. Additional charges may apply in certain locales. If onsite repair is not available, the defective hardware will be managed through the RMA process.

⁶ Available during business hours. Must be scheduled in advance through the Haivision Support Portal, 1 week notice required.

Support Program

Haivision's Standard Support Program⁷ offers technical support during standard business hours, as well as access to software releases and non-critical hardware repairs.

Technical Support

- Access to telephone, email, and portal based technical support.
- First response time within 1 business day.

Hardware Warranty Repair & Replacement Service

- Return to Factory of Defective Product: Repair or replacement (with a refurbished product equivalent) within 20 days of receipt of defective product.

Non-Warranty Repair Services

- Access discounted repair services for hardware that has been damaged or is no longer covered under Haivision's hardware warranty. This service is designed to help you extend the life of your equipment while managing costs effectively.

Software Releases

- Standard Support customers receive full access to all software releases. Stay current with general availability releases, maintenance updates, and security patches, ensuring your systems remain secure, stable, and optimized for peak performance.

Online Self-Service Portal

- Access to Haivision's Support Portal where you can create, view, manage, and update your support cases or request additional licenses.
- Browse product documentation and knowledge base articles for self-guided support.

⁷ Command 360 is not eligible for Standard Support coverage.

Support with Hardware Warranty

Basic support with hardware warranty⁸ is included with all Haivision hardware for the first year. It offers access to technical support and coverage for defects in materials and workmanship.

Technical Support

- Access to portal based technical support.
- First response time within 3 business days.

Hardware Repair & Replacement Service

- Return to Factory of Defective Product: Repair or replacement (with a refurbished product equivalent) within 45 days of receipt of defective product.

Non-Warranty Repair Services

- Access repair services for hardware that has been damaged or is no longer covered under Haivision's hardware warranty.

Online Self-Service Portal

- Access to Haivision's Support Portal where you can create, view, manage, and update your support cases or request additional licenses.
- Browse product documentation and knowledge base articles for self-guided support.

⁸ Command 360 is not eligible for Basic Support.

FEATURES	BASIC	STANDARD	PREMIUM / CERTIFIED INTEGRATOR SUPPORT
Access to Technical Support			
First Response Time	3 Business Days	1 Business Day	2 Hours
Technical Support Service Hours	Business Hours	Business Hours	24/7
Support Channels	Portal	Portal & Phone	Portal & Phone
24/7 Phone Support			✓
Hardware Protection (See page 8 for details)			
Defective Product Coverage	45 days ⁹ for repair or replacement	20 days ¹⁰ for repair or replacement	Advanced Replacement or On-Site Repair ¹¹
Software Releases			
General Availability Software Releases		✓	✓
Maintenance Releases		✓	✓
ADDITIONAL SUPPORT OPTIONS			
Electronic Program Guide (EPG) Service		Optional Add-On (Subscription per server)	Included
Software Update Assistance Scheduled		Optional Add-On	Included
Off-Hours Emergency Support Session		Optional Add-On	24/7 Support Included
Onsite / Event Support	Fee Based	Fee Based	Fee Based

⁹ All repair times are guaranteed from the date of receipt of the defective hardware.

¹⁰ All repair times are guaranteed from the date of receipt of the defective hardware.

¹¹ Advanced Replacement or On-Site Repair is available depending on the product covered. See Hardware Coverage Matrix.

Off-Hours Scheduled Support Session

- Request and schedule a support session outside of normal business hours, when booked at least 2 business days in advance.

Off-Hours Emergency Support Session

- For last-minute support in the event of an emergency that comes up after hours, during holidays, or over the weekend, purchase a 2-hour Emergency Support Session and start receiving support within 1 hour.

On-Site Service Calls

- For customers who desire an on-site support presence, Haivision offers an On-Site Service Call option. Not to be confused with on-site repair, the service call gives the customer the ability to work with Haivision Support to schedule time on-site for the purposes of preventative maintenance, in-person troubleshooting, system health review, refresher training, etc. These trips are subject to the availability of a Haivision Support Agent.

Software Update Assistance

- For customers with more complex ecosystems or for multi-step upgrades, Haivision offers a software update assistance service, performed remotely. These sessions are scheduled in advance and are subject to the availability of a Haivision Support Agent.

Electronic Program Guide (EPG) Service

- Haivision provides an EPG service for the world's most popular television channels. Give your IPTV viewers menus - on both desktops and displays - showing broadcast programming and scheduling information. Annual subscriptions to the service are on a per-server basis.

Video Delivery Consulting

- Discuss video delivery solutions with a Haivision's Professional Services Expert during a scheduled session. Video delivery topics include multicast, quality of service (QoS), virtual machine (VM) resources, application security, Haivision solution topology, and SRT tuning. Service must be delivered within 90 business days of purchase.

	ADVANCED REPLACEMENT	ONSITE REPAIR	NON-WARRANTY REPAIR
Haivision Media Platform			
HMP		✓	
IPTV Transcoder		✓	
Play STB	✓		
IP Gateways			
SRT Gateway		✓	
Media Gateway		✓	
Small Form Factor Gateways	✓		✓
Video Encoders & Decoders			
Alpha FX / C360 Manager / CineAgent		✓	
CineLink / CineLink KVM	✓		✓
Video Encoders & Decoders			
Makito X	✓		✓
Makito X4	✓		✓
MB6 / MB21	✓		✓
Video Transmitters & Receivers			
Falkon	✓		✓
Air	✓		✓
Pro / Rack	✓		✓
StreamHub	✓		✓
Video Transmitters & Receivers			
Kraken		✓	
Small Form Factor Kraken	✓		

For end-of-life and discontinued products, please contact renewals@haivision.com for hardware coverage options

BUSINESS HOURS

BUSINESS REGION	BUSINESS HOURS
Americas	Monday - Friday 9:00am - 6:00pm ET

HAIVISION SUPPORT HOTLINE

North America: Toll Free: 1 (800) 792-5975

HAIVISION MCS SUPPORT PORTAL

<https://support.haivisionmcs.com>

For self-serve support online, the Haivision Support Portal is the place to create cases or request licenses and view, manage and update open cases.

- Online Case Submission
- Knowledge Base Articles
- Online License Request
- Documentation and Manuals
- User Community Forums

Contact Us

North America Toll Free: 1 (877) 224-5445 (Option #1)
sales@haivision.com

Learn more www.haivision.com