

Warranty and Customer Support Services: 5000S, 5000SL, 5000I



Hardware Warranty

Included with purchase: Five years hardware warranty, starting from date of shipment

- Aztek Networks warrants that its products will perform in accordance with Aztek's published documentation and will be free from defects in materials and workmanship
- Advanced replacement RMA
- RMA shipment costs paid by Aztek
- Convenient packaging reusable for return units
- Returns from customer must be shipped within 14 days of receipt of the replacement unit to avoid being charged MSRP of the unit
- Customer may be charged for units with no problem found

Extended Warranty Available

Out-of-Warranty Replacements:

- Replacement or repair, including shipping costs, at customer expense

Software Maintenance and Support

Included with purchase: One year of software maintenance and support from date of shipment

- 24 x 7 on-line self help including documentation, webinars, solutions database, and technical support cases
- 800 phone and web support 8 a.m. – 5 p.m. (MST) Monday through Friday
- 24 x 7 phone support for critical, service-affecting issues
- Backward support for one previous major release of software with fixes applied to a future release
- Software updates and enhanced features downloadable free of charge via web portal

Extended Software Maintenance and Support

- Includes same support and maintenance services as initial year, renewable annually
- Maintenance and support cost prorated on renewal for different purchase dates of multiple systems

Physical Installation

Custom installation services to suit your needs. Call for more information.

Turn-up Service

- Remote provisioning and turn-up of one 5000S, 5000SL or 5000I and AIMS software when needed
 - Requires VPN or other network access by Aztek
 - Includes one-on-one training during turn-up; does not include physical installation
 - On-site turn-up available. Call for more information

Remote Watch

- Available to customers with active support and maintenance contracts
- Periodic tracking and reporting of the status and health of Aztek Networks products by Aztek Networks technicians
- Automatic software updates

Product Training

- Hands-on, one-day training available at Aztek's Boulder, Colorado facility
- Training on-site at customer facility
 - Unlimited attendees (recommended maximum 12 attendees)

Aztek Customer Support

Hours of Operation:

M-F, 8 a.m.-5 p.m. (MST)

24 x 7 for service-affecting issues

Email:

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