



Hardware Maintenance Program Overview

	Limited	Gold
Term Length	2 years	2 or 3 years Out of Warranty Extension: 1 or 2 years
Telephone Access	Monday-Friday 9 am – 5 pm US Pacific Time	Anytime Access (24/7) 24 hours, 7 days a week
Hardware Replacement	Return to Factory – 10- to 14-day RMA post receipt of failed unit	Advanced Replacement Next-business-day RMA ²
Response Time	Within 24 hours	Based on Severity level ¹ : 1, 2 = 2 hours 3, 4 = 8 hours
Follow Up Time	Within 5 days	Based on Severity level ¹ : 1 = Every 4 hours 2 = Daily 3, 4 = Every 3 days
Media Retention	Option not available	Available for Gold customers

¹ See detailed Severity table below

² Reasonable efforts will be made to ship same day for requests received by 2:00 p.m.
Circumstances such as customs, duties, tariffs and receipt mechanisms at customer locations may affect actual delivery time.

Note: support is offered in English language. Other languages may be available.

Additional Detail of Severity

Severity	Description	Examples
1	Complete loss of service for all users. Causes direct revenue loss. <i>* Combined hardware value is greater than \$2,500</i>	This will affect a large group of customers or causes direct revenue loss.
2	Limited loss of service. No acceptable work-around available. Operations can continue in a limited fashion. <i>* Does not cause direct revenue loss.</i>	Many customers are not able to use an application but can perform other work-related duties. An application is down but does not directly affect revenue.
3	Minor impact to limited functionality. Functional via workaround. Inconvenience.	Minimal affect to productivity. A problem that affects an individual user but there is an alternative.
4	No loss of service. Request for information.	'How To' questions. Requests for information

Return Materials Authorization (RMA) Details:

Advanced Replacement (offered with Gold maintenance agreement):

The customer receives a next-business-day replacement unit prior to shipping the failed unit to ZPE Systems.

Advanced Replacement with Media Retention (only offered in conjunction with a Gold maintenance agreement):

The customer keeps the dead unit and sends a certificate of destruction within a set period of time.

Support Contact:

- Toll Free: **844-4-ZPE-SYS** (844-497-3797)
- support@zpesystems.com