

NEWTEC CARE PACK

Packaged Support Services

What Is It All About?

Care Pack Basic and Care Pack Extended are the Newtec service and support packages protecting your professional equipment over a 3 year period.

Care Pack Basic

Is the standard service option that gives priority access to Newtec experts trained to identify and resolve incidents in a short time frame. Care Pack Basic customers have access to the latest patches and maintenance releases.

Care Pack Extended

Puts top priority to resolve issues on mission-critical professional equipment. Newtec experts remotely access the equipment, perform a diagnosis and implement corrective actions to get the mission-critical operations up and running again. In addition, Newtec provides operational advice, software release notifications and assistance for software upgrades.

The Added Value

Whenever encountering a problem with your professional equipment, Care Pack support services allows for a fast and priority problem identification and solving. Reduce downtime risk, protect your investments and optimize operational efficiency. Opting out for Care Pack services restricts warranty to 1 year and best effort services for support.

Key Advantages

- **A personalized approach**
- **Operational Efficiency**
- **Predictable Cost**
- **Adapted to Business Requirements**
- **Increased Reliability**
- **Increased Technology Awareness**



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www.newtec.eu

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CARE PACK Key Features

Service Desk Tool

The Newtec web-based ticketing tool is intended to provide a Single Point of Contact to manage and formalize the communication between Care Pack members and Newtec. A personalized access will be given to the registered Care Pack users.

Technical Support

Newtec provides technical support through the Service Desk tool or by phone to resolve identifiable and reproducible problems, and to help identify problems that are difficult to reproduce. Care pack members will also receive assistance for setting configuration parameters.

Diagnostic Reports Analysis

When faced with a malfunction on Newtec equipment, Care Pack members can download a diagnostic report directly from the equipment. This report will be analyzed by a Newtec Support Engineer in order to provide technical assistance and corrective measures to the customer.

Remote Diagnostic

In addition to technical support by phone, Newtec Support Engineers can remotely access the faulty equipment (provided it is made accessible) for diagnostics. Troubleshooting is performed from the Newtec premises to evaluate and provide a solution.

Warranty

Care Pack offers extended warranty with a three (3) year period from the date of shipment instead of the legal warranty of one (1) year.

Warranty Means

- No additional costs for repair or for shipments to the Care Pack members when defects occur under normal use and circumstances. Expedition costs to Newtec are at the expense of the customer.

- Guaranteed repair time.
- All returned units under warranty are upgraded to the latest firmware and hardware revisions before being shipped back to the customer, unless agreed otherwise.

Repair Time

When a hardware defect is detected on the equipment, a Return Material Authorization (RMA) number will be assigned to the faulty unit where upon the unit can be returned to Newtec for factory repair. As from receipt at Newtec Authorized Repair Center, Newtec will return the repaired equipment in no later than 15 business days if covered by Care Pack Extended or 25 business days if covered by Care Pack Basic.

Software Subscription

Newtec Care Pack provides access, without any additional cost, to the latest patches and maintenance releases. These updates guarantee product integrity, increased product reliability and usability, and ensure improved performance.

Assistance for Software Upgrades

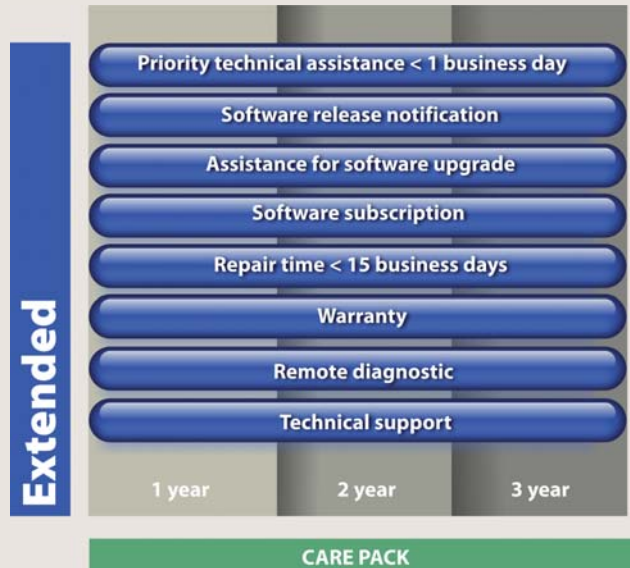
Newtec provides operational advice and assistance for the software upgrade process executed by the customer (upgrade of feature release).

Software Release Notification

Care Pack members receive personalized notifications on new software releases, including information on the latest software improvements, on known problems (maintenance software release) and on new features (major software releases).

Priority Technical Assistance:

The technical support request for equipment covered by 'Care Pack Extended' will be handled with higher priority. Newtec guarantees response within one (1) business day. Depending on the Care Pack service level purchased (Basic or Extended), Newtec provides technical support by offline analysis of diagnostic reports or by remote troubleshooting.



CARE PACK Guidelines

Order a Care Pack

Care Pack is to be purchased along with Newtec professional equipment. The Care Pack coverage starts from the date of shipment. Please contact sales@newtec.eu for more details.

Register a Care Pack

Care Pack registration will be activated after purchase of Newtec Professional equipment. On the Newtec equipment a registration label can be found as invitation to self-register on the Newtec Support portal: www.newtec.eu/support

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