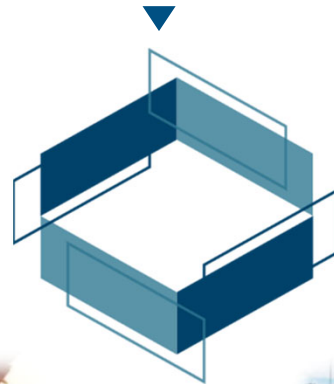# BASELINE WARRANTY
EXTENDED WARRANTY
BASELINE HEPDESK SERVICE
EXTENDED HELPDESK SERVICE

Oct 4th 2022

WHY SUPPORT SERVICES ARE IMPORTANT

▶ They protect the customer's investment and ensure products are of high quality.

▶ They grant the customer the right to ask the manufacturer to deal with any issues a product may have down the line.

Why buy Kontron services?

PEACE OF MIND

▶ There will be someone to support you throughout your entire journey, should an issue ever arise

▶ Our team won't stop till it has been resolved to your satisfaction

PROTECT YOUR COMPANY'S INVESTMENT

▶ Single-point support accountability for both your hardware and software

▶ We have direct "cross-help desk" communication setup with various software vendors that can be contractually authorized to call our help desk line on your behalf, to improve responsiveness

STANDARD VS EXTENDED WARRANTIES

Warranty	Baseline
	(Incl. in sales price)
Duration (MS, ME & CG) **Other products** (on hardware)	3 years 2 years
Coverage (Chassis/Blades/Modules/Commodity Parts)	●
Type (Parts/labor on Kontron products)	●
RMA Shipping paid by Kontron (one way)	●
Target issue RMA # turn around time (RMA # next business day)	●
Target repair turn around time (Other products than listed below)	15 Business Days (from Kontron receipt)
Target repair turn around time (VME, VPX, CompactPCI, PMC/XMC)	45 Business Days (from Kontron receipt)

Extended Warranty
+ 1 year
+ 2 year
+ 3 year

Notes:
Pricing percentage is based on the hardware product selling price on the initial order.
Extended Warranties are available after initial sale only before warranty or extended warranty ends.
Total warranty period may not exceed:
  Standard 2yr + 3yr = 5 years
  Standard 3yr + 3yr = 6 years

HELP DESK SUPPORT SERVICES
OFFERED ON OUR MS, ME AND CG PRODUCTS

kontron
S&T Group

Help Desk Services	Baseline (included in sales price)	Enhanced (MOV $10k in services)	Premium (MOV $15k in services)	Elite (MOV $50k in services)
Duration (on hardware)	Valid only 1 year after EOL	●	●	●
Purchase Options (Valid for 1 year)		●	●	●
Availability 8:00 – 17:00 (GMT-5, GMT-8, GMT+1, GMT+8) **Monday to Friday** (except public holidays)	●	●		
Availability 24 x 7			●	●
SLA Response times	***2 business days (target)	1 day	1 hour	1 hour
SLA Restore times	***10 Bus. Days (Target-Critical) ***20 Bus. Days (Target- Major)	5 Days (Critical)** 15 Days (Major)	1 Day (Critical)** 5 Days (Major)	4 Hours (Critical)** 4 Days (Major)
SLA Resolve times	As per mutually agreed plan	As per mutually agreed plan	As per mutually agreed plan	As per mutually agreed plan
Assigned a Technical Account Manager			●	●