



# MAX Solutions Product Service Plan (PSP) Summary

*North America Markets*

**Keeping your mission-critical system functioning at all times requires more than simply buying the right equipment. You need manufacturer-supplied services in place that will provide product feature updates and a quick and efficient resolution to any problems that might arise. Zetron's new MAX Solutions Product Service Plan (MAX PSP) does just that with a Base Service Plan that comes with your purchase and extended coverage options to enable peace of mind for your mission critical communications needs.**

## Product Service Plan

With each system sold, Zetron provides exceptional warranty support. It starts with Base Service Plan coverage that includes 1 year of hardware coverage and 1 year of software coverage. The Base Service Plan protects against material defects in materials, workmanship and software. It also provides training and access to other users of MAX products. Optional Add-On Services are available to tailor the Base Service Plan to meet your specific installation, configuration, and training needs.

To extend the Base Service Plan to cover additional years, an Extended Service Plan is available to purchase in one or more yearly increments. The Extended Service Plan is sold for the MAX

product that you are purchasing and the cost is based on the number of seats (individual console positions) and length of the extension (incremental years) being purchased. The Extended Service Plan is also available as a 4 year package, which provides an additional discount if purchased at the time of the product purchase.

Zetron also offers PSP coverage beyond 5 years. This coverage starting after year 5 is only applicable for software. If hardware coverage is requested after 5 years, a separate hardware lifecycle replacement will need to be done at your expense. Hardware refresh estimates are determined by a Zetron Sales Engineer.

# Products Covered by Service Plans

MAX PSP offers the same base and extended service plan across all MAX Solutions with the exception of MAX Mobile CAD due to the variances in implementations and requirements for this product.

## Definition of the Plans

### Base Service Plan:

The Base Service Plan comes standard with every MAX System sold and is defined in the table below:

| Service Type                               | Included Services                             | Service Details   | Included Coverage                             |
|--|---|---|---|
| <b>Hardware Services</b>                   | Hardware Warranty                             | Hardware warranty protects against material defects in materials and workmanship and consists of the following services:  | 1 Year  |
|  | Hardware Defects Repair                       | Provides hardware repair including parts and labor for no charge with a 10 day turnaround. Return Shipping will be paid by Zetron and match incoming shipment class of service. | 1 Year  |
|  | Advance Replacement of any Hardware Component | Immediate shipment of replacement hardware based on remote diagnosis.   | 1 year<br>(only available for the first year) |
| <b>Software Services</b>                   | Software Warranty                             | Software warranty protects against material defects in Zetron software that is delivered as part of the MAX product solutions and consists of the following services:           | 1 Year  |
|  | Software Maintenance/ Service Packs           | Provides at no additional charge license for patches or bug fixes (service packs) for the feature group releases or firmware version(s), typically 2 per year.                  | 1 Year  |
|  | Software Upgrades                             | Provides at no additional charge license for software updates for feature group releases or firmware version(s), typically 1 per year.  | 1 Year  |
| <b>Technical Phone Support</b>             | Business Hours Technical Phone Support        | Provides standard phone support for hardware and software issues. Standard Business Hours are Monday – Friday, 6:00 am to 5:00 pm, Pacific Standard Time.                       | 1 Year  |
| <b>After Hours Technical Phone Support</b> | After Hours Technical Support                 | After hours phone support for emergencies and planned upgrades.   | 1 Year  |
| <b>Operator Web Training</b>               | Operator Web Training                         | Web based operator training course (2 sessions, 4 hours each)   | 1 Day (2 - 4 hour sessions)                   |
| <b>Zetron MAX User Group</b>               | Zetron MAX Solutions User Group Access        | Inclusion into MAX Solutions User Group, email, webinars, and product roadmap updates.  | 1 Year  |

### Extended Service Plan:

The Extended Service Plan simply extends the length of warranty coverage offered by the Base Plan in yearly increments. The plan can be purchased by product and by position per year. If 5 years of coverage is required, a 4 year Extended Service Plan is required (1 year Base Service Plan + 4 years Extended Service Plan = 5 years of coverage). If this is purchased in a 4 year block, discounts apply.

Note: Extended Service Plan does not include Advanced Hardware Replacement. This is only available for the initial one year warranty. Otherwise, Customer must maintain critical spare components for immediate replacement.

After five (5) years only MAX software can be covered by the Extended Service Plan. For systems older than five (5) years needing hardware coverage, a system hardware refresh will be required. Please contact Zetron for hardware refresh pricing and availability.

## Add-On Services:

Add-On Services can be added to the Base Service Plan or the Extended Service Plan at any time. These services are identified in the table below:

| Service Type                         | Description   | Included Coverage                               | Purchased   |
|--------------------------------------|---|---|---|
| <b>Remote Configuration Services</b> | Remote Technical Configuration Support for installations, upgrades, feature add-ons or advanced troubleshooting | A predetermined block of Technical Support time | Time not to exceed 32 hours for new system set-up.<br><br>Individual quotes will be done for custom jobs, new feature adds or system upgrades |
| <b>On-Site Services</b>              | On-Site Technical Support or Operator Training  | As needed                                       | Flat fee per day  |
| <b>Operator Web Training</b>         | Remote Web based Operator Training  | 2 – 4 Hour Sessions                             | Flat Fee (2 sessions for 4 hours)   |

## Definition of the Services:

**Advance Hardware Replacement:** Once our factory is notified and confirms a defective part, an advance replacement can be immediately shipped from Zetron. An RMA will be issued for the defective part.

Advance Hardware Replacement for 1 year from activation date comes with each new system purchased from Zetron (first year only).

*Note:* Advance Hardware Replacement is not meant to take the place of spares. For a list of recommended spares for your system consult with your dealer.

**After Hours Technical Support:** Standard business hour technical support for each service type can be extended to emergency after-hours technical telephone support for critical issues. Calls to Zetron outside of standard business hours on any regular business day, at any time on weekends, or during Zetron recognized holidays are covered as after-hours emergency calls. These calls are received and routed by our system to Zetron's technical support engineering team. A member of this team will return your call within 30 minutes. A critical issue is defined as the loss of any operation in a redundant system, or for non-redundant systems, as little as a 10-percent loss of lines or positions.

After hours phone support can also be used, if scheduled in advance, to assist with off hours planned upgrades. After hours support is part of the Base Service Plan and can be extended up to 5 years total with the purchase of the Extended Service Plan.

**Hardware Services:** The hardware services protect against material defects in materials and workmanship for hardware that is delivered by Zetron as part of the MAX product solution. Hardware services are provided for one (1) year during Base Plan period based on PSP Activation and can be extended up to five (5) years total coverage with the purchase of the Extended Services Plan.

For the duration of the coverage period, Zetron will provide parts and factory labor free of charge to resolve any material defects in material or workmanship as described in Zetron's standard System Terms and Conditions.

Once our factory receives your defective product for repair, it's our goal to have the equipment repaired and on its way back to you as fast as possible. Our standard turnaround time is to deliver a return no more than ten working days. However, Zetron's average turnaround time is currently 6 working days based on the last ten years of service data.

Zetron requires a hardware refresh at your expense after 5 years if you want additional PSP coverage for hardware. Contact your Zetron Sales Engineer for information.

**On-Site Services:** Zetron has a dedicated On-Site Technical Support team. These are always custom quotes to account for system variances and travel time. With this purchase Zetron can provide:

**Technical Support:** A Zetron factory-qualified technician will provide on-site technical support for the following activities: troubleshoot issues Zetron is unable to resolve via telephone support, provide onsite assessment of installed equipment and recommend if any items should be replaced, and/or software upgrade support.

**Training:** A Zetron factory-qualified trainer can provide onsite training services for operation training and operation train-the-trainer.

**Operator WEB Training:** Operator training classes are included in the Base Plan via a webinar rather than a factory classroom setting. This training uses the same training module and materials as the factory training and is taught by a live instructor leading the webinar. Web training is available for up to 2 sessions or 4 hours for the life of the plan and additional training can be purchased.

**Remote Configuration Services:** Configuration services are available to assist the customer in configuring their system prior to site cutover and monitoring the site post-cut. They are also available for feature or new code implementation. These services are administered by a Zetron technical support engineer (TSE) via telephone and/or via virtual private network (VPN) access into the installed system.

Standard System Configuration is sold in a block for your convenience. If there is a need for more than what is offered in the Base Plan Remote Configuration Service coverage, additional coverage days can be added to the plan. Additional one (1) day increments of technical configuration support can also be purchased at a flat fee rate.

**Software Services:** The software warranty protects against material defects in Zetron software that is delivered as part of the MAX product. It provides a license for Software Maintenance & Service Packs and Software Upgrades during the one (1) year Base Service Plan period based on PSP Activation date and if purchased as part of an extended plan.

**Software Maintenance & Service Packs:** Under the Software Services, the customer is entitled to receive at no additional charge a license for any patches or bug fixes contained in a service pack for Zetron feature group or firmware version(s) where they have active licenses. Zetron sends a notification to all registered MAX PSP customers, indicating that a new service pack is available and ensures that the necessary media to install the service pack is made available to the customer. Zetron typically provides a minimum of two service packs per year.

**Software Upgrades:** The customer is also entitled to receive any license for software upgrades for feature group releases of the application or firmware version(s) where they have active licenses. Upgrades typically include minor enhancements, as well as access to certain major new features that do not require special licensing. Upgrades also incorporate any previously released bug fixes/patches. Major features, which require special licensing, are offered to plan holders at a discount. Zetron typically provides a minimum of one software upgrade per year with major features.

**Technical Phone Support (Business Hours):** Zetron's technical support team is supremely qualified to provide telephone support to technicians and system administrators who are installing, configuring or maintaining Zetron Software. Zetron's software technical support engineers are available during standard business hours.

Standard Business Hours are Monday-Friday 6:00 am to 5:00 pm Pacific Standard Time.

Calls during standard business hours to Zetron at 1-425-820-6363 or 1-877-284-4616 are answered by Zetron personnel who validate PSP Software Service license and establish a call ticket number.

Qualified personnel then collect detailed issue information from the caller, and enter the call into the call queue. Head of the queue and priority call back privileges are given to callers with a MAX PSP license.

During the initial one year warranty period, Technical Phone Support is available to all qualified owners of Zetron Solutions. If it is determined that a software upgrade is required, a PSP must be purchased to continue support.

Zetron also offers emergency after-hours technical telephone support. If you need after hours support, see After Hours Technical Phone Support to learn more about this extended coverage.

**Zetron MAX Solutions User Group:** Once a customer activates their MAX PSP, they are added to the Zetron MAX Solutions User Group. This gives the customer direct access to User Group meetings hosted by Zetron's Product Management Team. These meetings will allow the customer to be kept up to date on software service packs, upgrades, and product roadmaps. The meetings will provide direct access to the product management team where product feedback can be collected. The customer also receives benefit through networking with other PSAPs and access to a broader knowledge base.

## MAX PSP Activation:

MAX PSP is active either when the product is shipped or when the customer registers the product. To register a MAX system and its individual console positions, a customer/end user must go online to [www.zetron.com/max-product-service-plan](http://www.zetron.com/max-product-service-plan) and fill out the form.

The activation date will be the later of the date of shipment of the product from Zetron's facility or up to ninety (90) days from the shipment date, based on the date of customer activation and registration which cannot exceed 90 days from the shipment date. The activation start date on products which have not been registered by the end user is the date the product shipped from Zetron's facility. Expired PSPs require a reinstatement fee for reactivation.

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## Summary:

This MAX PSP Summary is provided as a brief summary of the MAX PSP. The actual terms of the MAX PSP are as described in the MAX PSP.

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See Zetron price list for option pricing. Specifications subject to change without notice.

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