



VITEC Maintenance & Support Plans

VITEC Support Plans are comprehensive aftercare programs which provide software and firmware updates and access to the Support Team via your VITEC channel partner. VITEC Support Plans also include bug fixes and additional interface options, all designed to maximize system performance and add enhanced functionality.

If an issue arises that cannot be resolved by your reseller, the VITEC Support Team is on hand to ensure a timely resolution with minimum impact to your business.

In the unlikely event that a VITEC product breaks down, VITEC Support Plans ensure a replacement unit is shipped out to you the next business day*, at no extra cost, returning the system to its fully operational state as quickly as possible.

VITEC's wide range of professional video solutions meet the highest standards of reliability and quality. By subscribing to one of our Support Plans, you'll have access to new software features whenever they're released, to help you make the most of your VITEC products. Please contact your regional sales contact to discuss the best support plan for your needs.

Benefits of VITEC Support Plans

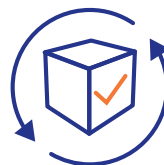
- Peace of mind: ensure your IP video system is fully protected, maintained and enhanced over its lifetime with an extensive manufacturer-supported warranty from VITEC
- Access to regular firmware upgrades, adding new features and keeping your system secure, to help you get the most out of your VITEC system
- Advanced unit replacement ensures a working unit will be shipped the next business day*, returning the system to its fully operational status as quickly as possible
- Access to training courses and events
- Access our global support network: relax in the knowledge that expert help is available whenever and wherever you need it
- VITEC Support Plans help keep your system fully operational



Technical Support



Software & Firmware Updates



Advanced Product Replacement



Access To Training Courses & Events

*Gold or Platinum Plan required, please contact your regional sales contact for more information