



digital emotion

Service Programs Guide

For The United States and Canada

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Overview

Euphonix takes pride in offering the best service in the industry. The equipment you have purchased will enjoy a remarkably long operating life. Our service programs are designed to meet your day to day operational needs and maintain your long-term system investment.

The products you have purchased are very software intensive. Maintaining your equipment on either our Priority Care Program or Operational Care Program ensures that performance and feature improvements are delivered to you as soon as they are available. Our service programs provide a cost-effective way to pre-serve your investment.

Detailed descriptions of warranty and post-warranty service programs are included below. Please review your post warranty service options carefully to select the program most suitable for your needs.

Standard Limited Warranty

The Euphonix console product line - System 5, System 5 Fusion, Max Air, and all converters - carry a 15-month Standard Limited Warranty which starts on the day of product shipment. The Euphonix MC and System 5-MC carry a 12-month Standard Limited Warranty.

This program includes the following benefits:

- Internet access to all operational and technical documentation
- Telephone support
- After hours support
- Software revisions and updates
- Feature software releases
- Hardware maintenance
- Periodic Technical Bulletins

Priority Care Program

The best service program value in the industry - just extend your warranty, and you can continue the same great service you've enjoyed with the Standard Limited Warranty. All programs listed above are carried forward. This is a full coverage program that includes all labor, parts and shipping charges associated with maintaining your equipment, full software support and upgrades, as well as unlimited access to all normal and after hours personnel on site, via telephone or Internet. The program is priced as a fixed annual fee based on your system configuration and payable before the warranty period. Please consult your Euphonix sales representative for pricing information.

Operational Care Program

A service program tailored to bring application improvements to you, as they are available. The program includes the following features:

- Internet access to all operational and technical documentation
- Telephone and email operational support—headquarters and service centers during business hours
- Software revisions and updates
- Feature software releases

All hardware repair costs and service visits are charged per-incident under Operational Support.

Per Incident Service and Support Rates

Our highly skilled technicians and product specialists are available to meet your needs — training, operational support, troubleshooting, question and answer, on-site or via telephone and Internet. Great service at great rates.

Repair and Return

Your equipment is repaired at our factory and returned to you.

Module Exchange Program

A Euphonix industry exclusive, for facilities without in-house repair technicians or who may be under time sensitive deadlines, our Module Exchange Program provides a fast, convenient repair alternative. Your problematic module is exchanged with an equivalent factory refurbished module that is air-shipped to your door (see page 13 for complete out-of-warranty exchange module pricing). Most warranty and warranty extension hardware maintenance is performed with this program at no charge. Rates for customers not electing warranty coverage are provided - see page 13 for exchange pricing.

Service Centers

Complete list of worldwide Euphonix Service and Sales Offices.

Repair Parts

For facilities with staff technicians, we also offer a complete selection of repair components. This list includes Exchange Modules, Board Level, and Component Level repair parts pricing.

Standard Limited Warranty

We are “at your service – whatever the weather.” During your 15-month warranty period (12 months for MC & System 5-MC), Euphonix provides a full service program that includes:

- Internet and FTP access to all manuals, publications and documents including FAQ's, application notes, and operational tips through the Euphonix web site, www.euphonix.com
- Telephone support from Euphonix headquarters and regional specialists during standard working hours, 650-855-0400.
- Emergency after hours phone support through our headquarters and network of regional product specialists, 650-855-0400.
- Software revisions, updates, and implementation/installation support. *
- Feature software releases that occur during the warranty period. *
- No-cost hardware maintenance through our Module Exchange Program (see page 12) and on-site service within a 50-mile radius of our regional offices (New York, Los Angeles, and Palo Alto).

** Some software features may require additional hardware or equipment upgrades - such upgrades are not included under this warranty program, but are supplied at a discounted cost.*

Program terms, conditions, limitations, and exceptions are as follows:

- Euphonix offers 24 hours a day, 365 days a year support during the warranty period.
- Euphonix warrants that System 5, System 5 Fusion, Max Air, and all converter Products sold will be free from defects in material and workmanship for a period of 15 months from the date the product is shipped, unless otherwise agreed to in writing at the time of sale.
- Euphonix warrants that MC and System 5-MC Products sold will be free from defects in material and workmanship for a period of 12 months from the date the product is shipped, unless otherwise agreed to in writing at the time of sale.
- This Euphonix Standard Limited Warranty is a full coverage program that includes all labor, parts and shipping charges associated with maintaining your equipment, with full software support and upgrades, as well as unlimited access to all normal and after hour personnel on-site, via telephone or Internet.
- This warranty is non-transferrable and only applies to the original purchaser of the Euphonix product.
- Limitation of Remedy: Euphonix's obligation is limited to repair or replacement (only with the issuance of a Return Material Authorization - RMA - Number), at its option, of products which are proved to be defective (or at its option to issue credit in lieu of such repair or replacement). Euphonix assumes no responsibility for unauthorized returns. The warranties and remedies set forth herein do not apply to (1) products, parts advice, assistance or service which Euphonix furnishes as a business courtesy; (2) any products or parts thereof which have been subjected to misuse (including inadequate maintenance), improper storage, or incorrect installation or servicing not performed by Euphonix.

- Suspension of Warranty. Buyer is responsible for prompt return of all exchange parts and payment of all charges associated with equipment purchase and contracted service expenses. Failure to return parts or pay charges will suspend the warranty for the duration of the event with no change to the warranty expiration date.
- Returning any defective Modules or Parts to Euphonix requires an RMA (Return Merchandise Authorization) number to be written clearly on the shipping label. This number will accompany the replacement module sent to the client and should be clearly visible on the re-useable return shipping carton's return address label. Failure to do so may result in a delay issuing the module exchange credit.
- Under no circumstances should any component or part of your system be shipped to our factory without prior authorization.
- Always ship prepaid via United Parcel Service (UPS), Federal Express (FedEx) or other approved carrier. DO NOT ship via parcel post (United States Postal Service / USPS or similar).
- When returning items to Euphonix - if the original shipping carton or crate and its fillers have been lost, discarded, or damaged, a duplicate carton or crate can be supplied from Euphonix for a nominal fee. Euphonix is not responsible for items returned to Euphonix using improper packaging or packing materials.
- Standard warranty exchange program includes next day shipping to the client and a prepaid FedEx Call Tag pick up for return of the defective module. Euphonix will make every effort to insure a next day delivery - however, unforeseen shipping delays (such as for customs clearance) can not be taken into account.
- Repair or replacement requiring on-site service will be free of charge within a 50-mile radius of any Euphonix Service Center (see page 13) within the 15-month period.
- Travel charges where applicable will be billed separately for on-site service not within the 50-mile radius of our service centers.
- Warranty is dependent upon the use of Euphonix approved/supplied disk drives, computers, and computer configurations. Software and peripherals supplied by others and installed on Euphonix system computers or the system network voids all warranty terms.
- Proper line voltage and power distribution is the responsibility of the customer. All Euphonix support work, troubleshooting, or repair associated with power related problems will be charged at Euphonix standard service rates (see page 10 for current pricing).
- Proper digital synchronization distribution is the responsibility of the client. All Euphonix support work, troubleshooting, or repair associated with digital synchronization related problems will be charged at Euphonix standard service rates (see page 10 for current pricing).

Please Note: THE FOREGOING WARRANTIES AND REMEDIES ARE EXCLUSIVE AND THERE ARE NO OTHER WARRANTIES, ORAL OR WRITTEN, EXPRESS OR IMPLIED, WITH RESPECT TO ANY PRODUCTS OR SERVICES SOLD HEREUNDER, WHETHER AS TO MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR OTHER WARRANTY OF QUALITY, WHETHER EXPRESSED OR IMPLIED EXCEPT THE WARRANTY OF TITLE AND AGAINST PATENT INFRINGEMENT.

Standalone MC Support & Warranty

The standalone MC warranty includes all the benefits listed above in the Standard Limited Warranty section. While extended-warranty programs are available for System 5-MCs, they are NOT available through Euphonix for standalone MCs. Your Euphonix VAR or distributor may have an extended warranty program available for your MC. Please consult them for more information.

MC software releases are free even after the Standard Limited Warranty period. Euphonix does not offer any guarantee or other warranty on these software releases, except where the new software was installed during your MC's Standard Limited Warranty period.

If you purchased your MC through a Euphonix VAR or distributor, your VAR or distributor is your support resource. Please check with them as far as service and repair. If factory repairs are necessary, they will liaise with Euphonix to make sure these are carried out successfully.

Priority Care Program

The best value service program in the industry. Full service coverage extension of your Standard Limited Warranty keeps your installation current and maintainable. With the Euphonix Priority Care Program, you can continue the same high quality of service as you had grown to expect and enjoy with your Standard Limited Warranty. The Priority Care Program is a seamless 12-month extension of your original 15-month Standard Warranty (12 months for System 5-MC consoles).

Key program benefits include the following:

- Internet and FTP access to all publications and documents including FAQ's, application notes, and operational tips through the Euphonix web site, www.euphonix.com.
- Toll free telephone support from Euphonix headquarters and regional specialists during standard working hours - (650)-855-0400.
- Emergency after hours phone support through our headquarters and network of regional product specialists - (650)-855-0400.
- Feature software releases, revisions, updates, and implementation support. *
- Hardware maintenance through our Module Exchange Program (see page 12) and on-site service within 50 miles of our regional offices (New York, Los Angeles, and Palo Alto).
- One annual on-site system and maintenance visit by an Euphonix system specialist. **
- Advance notice and special deals on required hardware upgrades.
- Periodic technical bulletins, alerting you to new features, products, and operations techniques.

This offer is available for 4% of your facility equipment list price (System 5, System 5-Fusion, System 5-MC, and Max-Air), and must be prepaid annually before the Priority Care coverage period begins.

Note: If you have allowed your system's warranty coverage to lapse, a visit by a Euphonix service engineer is required before you can re-enroll in the Priority Care Program. Any needed repairs must be made at this point. The service visit (and all associated repair charges) is fully chargeable and all costs must be paid in full before warranty coverage can begin.

Program terms, conditions, limitations, and exceptions are as stated in the Standard Limited Warranty section, page 5.

** Some software features may require additional hardware or equipment upgrades - such upgrades are not included under this warranty program, but are supplied at a discounted cost.*

*** Service to areas farther than 50 miles from Euphonix Service Centers (see page 13) will have additional travel charges billed separately. Travel charges include airfare, car rentals, hotels, expenses and mileage.*

Operational Care Program

The Euphonix Operational Care Program keeps your installation current and your staff informed. The benefits of the Euphonix Operational Care Program include:

- Internet and FTP access to all publications and documents including FAQ's, application notes, and operational tips through the Euphonix web site, www.euphonix.com
- Telephone support from Euphonix headquarters and regional specialists during standard working hours - (650)-855-0400. After hours telephone support is available with our Priority Care Program.
- Feature software releases, revisions, updates, and implementation support. *
- Periodic technical bulletins, alerting you to new features, products, and operations techniques.

Facility coverage is \$1495 per SC263 or SC264 System Computer (System 5, System 5 Fusion, and Max-Air).

Note: Hardware troubleshooting help, and required on-site work for software upgrades are at additional cost – see Per Incident Rates on page 10.

All hardware repair is chargeable and supported by the Module Exchange, Return and Repair, or Repair Parts Programs detailed on the following pages.

Program terms, conditions, limitations, and exceptions are as stated in the Standard Limited Warranty section, page 5.

* Feature software releases and software updates may require additional hardware or equipment upgrades. This required hardware is not included under this service program and all hardware purchased will be at standard list prices. Consult your Euphonix sales representative for more information.

Per Incident Charges

For customers no longer under warranty and who have not enrolled in a service program (and for any standalone MC customers whose standard warranty period has ended), the following charges are applied on a per incident basis for service and support:

- Factory or field telephone support during regular business hours (8 AM - 6 PM in each time zone): \$60.00 per hour— \$30.00 minimum - credit card payment recommended.
- Factory or field telephone support during after hours: \$100.00 per hour – \$50.00 minimum.
- On-Site Labor, during regular business hours, Monday through Friday, 10 AM - 8 PM: \$150.00 per hour with a 2-hour minimum.
- On Site Labor, during after hours: \$200 per hour with a 2-hour minimum.
- All hardware repairs are chargeable and supported by the Module Exchange, Return and Repair, or Repair Parts Programs detailed on the following pages.

Note: Euphonix requires hard copy purchase orders prior to performing any and all per incident service and support - telephone support charges notwithstanding.

Euphonix warrants onsite and factory repairs for 90 days from the date of repair.

Program terms, conditions, limitations, and exceptions are as stated in the Standard Limited Warranty section on page 5.

*** Service to areas farther than 50 miles from Euphonix Service Centers (see page 13) will have additional travel charges billed separately. Travel charges include airfare, car rentals, hotels, expenses and mileage.*

Repair and Return Charges

The specifics of the Euphonix Repair and Return Charges for out-of-warranty product service and support are as follows:

- Factory Bench Labor is billed at \$25.00 per quarter hour — there is a \$200 minimum charge for all non-warranty repairs and estimates prior to repair.
- A Return Material Authorization (RMA) number must be obtained from Euphonix prior to return of the equipment. This number must be prominently displayed on the shipping carton and unit being returned.
- Return shipping, paid by customer, is at the risk of loss is with the shipper. A delivery service method that includes proof of delivery is required.
- Repair warranty is 90 days from date of repair shipment.
- Repair method is at Euphonix's discretion.
- All troubleshooting support is subject to Per Incident Billing (page 9).
- "Loaner" modules are not available—see Module Exchange Program.
- Under no circumstances should any component or part of your system be shipped to our factory without prior authorization.
- Always ship prepaid via United Parcel Service (UPS), Federal Express (FedEx) or other approved carrier. DO NOT ship via parcel post (United States Postal Service / USPS or similar).
- When returning items to Euphonix, if the original shipping carton or crate and its packing material have been lost, discarded, or damaged, a duplicate carton or crate can be supplied by Euphonix with the cost included in the repair. Euphonix is not responsible for damage incurred to items returned to Euphonix using improper packaging or packing materials. RMA shipments that did not arrive at Euphonix in their original carton will be shipped back after repair in a new Euphonix shipping carton or crate, with the cost included in the repair.

Note: Euphonix requires hard copy purchase orders prior to performing any and all service and support. This policy applies to those clients who are not under warranty or enrolled in either the Priority Care Program or Operational Care Program.

Euphonix warrants on-site and factory repairs for 90 days from the date of repair.

Program terms, conditions, limitations, and exceptions as stated in the Standard Limited Warranty section on page 5 apply to this program.

Module Exchange Program

The Euphonix exclusive Module Exchange Program is available for System 5, System 5-MC, and Max Air consoles. Under this program, Euphonix will replace your module with a factory-refurbished module at a set price, subject to availability. The specifics of the Euphonix Module Exchange Program are the following:

- The Module Exchange Program includes next day shipping to the client and a prepaid FedEx Call Tag - pick up for return of the defective module is included with the re-useable carton or crate.
- All exchange replacements consist of re-manufactured or new modules at Euphonix discretion.
- “Loaner” modules are not available—with the Euphonix Module Exchange Program, there is no need for a “loaner” module.
- Clients will be invoiced at time of shipment for the exchange unit - see exchange unit prices attached.
- Exchange of certain modules such as System Computers may require on-site service and/or upgrade of system software or hardware. Additional charges may apply.
- Exchange modules have a 6 month warranty from time of module shipment.
- Defective modules not returned within 10 business days of shipment will be invoiced at list price for a new module.

Note: Euphonix requires hard copy purchase orders prior to performing any and all service and support. This policy applies to those clients who are not under warranty and are not enrolled in either the Priority Care Program or Operational Care Program.

Program terms, conditions, limitations, and exceptions as stated in the Standard Limited Warranty section on page 5 apply to this program.

Euphonix Service and Sales Centers

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Euphonix New York - Sales and Service Office

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Euphonix Los Angeles - Sales and Service Office

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