

## Ross Video Support

- Technical Support is etched into every product ever manufactured by Ross Video so telephone or email support is included for the life of the product.
- Our commitment is to provide the “Superior Customer Experience” on each and every interaction.
- RossCare+ program
- Software maintenance
- Extended warranties
- No annual licensing fees

### Key Benefits

- Having support included at no charge for the life of your Ross product helps you manage costs and provides a lower total cost of ownership.
- You achieve a better value from Ross products and solutions with technical support and services that encompasses everything you need to get the most out of your Ross product experience.
- Ross round the clock service ensures you have access to the best expertise for technical issues provided directly by Ross personnel to quickly and effectively get you pointed in the right direction and ensure your problems are resolved.

### Warranties

- Ross standard warranties protect your investment and ensure you are covered should there be a problem during the initial ownership period.
- Extended warranties are also offered across most of our product lines, permitting you to extend the standard warranty period by one year increments for either hardware or software or both.
- Ross warranties stay with the product and are transferable to subsequent owners should you decide to sell your system.

### Ross Care +

- The RossCare+program ensures that you are along for the ride. As a RossCare+ member, you always have no charge access to the latest software upgrades, updates, and patches.
- Having a problem with your hardware? The Ross world class support team will make sure it's fixed or replaced, to get you back online as quickly as possible.
- Extended warranty program is designed to protect against unanticipated repair expenses, and includes Advanced Exchange program.
- Software Maintenance offers you flexibility in your production ecosystem being able to upgrade your software to be compatible when making changes at a fixed price with no unexpected costs.

### Professional Services

- Ross Video offers a range of cost-effective Professional Services including
- Onsite Commissioning/Installation
- Onsite Operational Training
- Onsite Technical Training
- On-site troubleshooting
- Remote commissioning services – available on select products

For more details concerning support offerings, please visit the Ross Video website at:

<http://www.rossvideo.com/support.html>