

Overview

- 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.
- Ross is committed to provide a “**Superior Customer Experience**” on each and every interaction.
- RossCare+ program
 - Software maintenance
 - Extended warranties
 - No annual licensing fees

Telephone Offerings

- 24 Hour Hot Line service ensures access to technical expertise around the clock. After-sales service and technical support is provided directly by Ross personnel.
- During business hours (Eastern and GMT Time), technical support personnel are available by telephone any time. After hours and on weekends, a direct emergency technical support phone line is available (Service provided from North America).
- Service requests received after-hours are received by an answering service who connect with the on call support specialist. In the event that the primary on call specialist is assisting another customer, calls will be transferred to the back up support specialist. Escalation protocols are in place for on air emergencies.

Website Offerings

- The Ross Video website offers free tips and techniques and tutorials.
- Some products have forums to network, and to share experiences with other users and Ross staff.
- The "Ask the Product Manager" feature in each product area on the website provides a direct connection with Ross Product Management staff to ask a technical question or to suggest a new feature or product.

Manuals Offerings

- Manuals are available at no charge and are constantly updated.
- Each Ross product is provided with a comprehensive user guide that covers operation, installation, and maintenance.
- The user guides are updated and available simultaneously with new software releases. These are available for download from the Ross website or ftp site at no additional charge.

Contacts

- North America center located in Ottawa, Ontario, Canada and is open Monday to Friday 8:30 a.m. to 6:00 p.m. EST, with 24/7/365 on-call service after hours. - **Telephone number is: +1-613-652-4886 (Toll free North America +1 844-652-0645)**
- EMEA center is located in Buckinghamshire, England, United Kingdom and is open Monday to Friday 8:30 a.m. to 5:00 p.m. GMT. After hours support is provided by our North America location. - **Telephone number is: 01753 656 101 (Toll free Int'l +800 1005 0100)**
- Emergency after-hours support: +1-613-349-0006 (Toll free North America +1 844-652-0645 Int'l +800 1005 0100)
- Email: techsupport@rossvideo.com
- Website: Support requests can be open at the following link www.rossvideo.com/support/tech-support.html

Warranties

- Ross standard warranties protect your investment and ensure you are covered should there be a problem during the initial ownership period.
- Extended warranty program is available in one year increments, and ensures you continue to be protected against large, unanticipated repair expenses, and includes Advanced Exchange program to minimize your downtime in the event of a hardware failure.
- Should you experience a hardware failure within a warranty period, Ross will repair or replace the affected component at no additional charge to you. In many cases, the annual warranty fee will be a considerable savings over the cost of repair that would have otherwise been applicable, Ross warranties stay with the product and are transferable to subsequent owners should you decide to sell your system.

Standard features of Ross Warranties include:

- 24/7/365 Telephone support included for the life of your product
 - Ross will always answer the phone and provide you with free technical and operational advice for the life of your Ross product whether you are in or out of the warranty period.
- Email support included for the life of your product
 - If you prefer email, Ross is happy to provide email support at no charge for the life of your product whether you are in or out of the warranty period.
- Hardware repairs are typically by module exchange
 - Ross products use a modular design to facilitate manufacture and repair. In most cases repairs can be made by diagnosing the fault to a module level and then exchanging that module.
- Advance board exchange
 - When your product is under warranty and requires a new module, Ross will ship the replacement module in advance of receiving the defective module. This level of service is often only available from other manufacturers at additional cost.
- Globally located critical spares depots
- Ross has strategically located critical spare parts depots around the globe to ensure prompt delivery of spares to most locations worldwide.
- Ross Warranties are Transferrable
- Ross product warranties are transferrable to the new owner should you decide to sell your Ross product.

Post warranty period:

- Telephone and Email Advice are still included
 - Both telephone and email advice are always available whether your Ross product is in or out of warranty.
- RossCare⁺ Extended Warranties
 - Ross equipment is critical to the success of your operations, and you can't afford down time. Repairs and upgrades to sophisticated technology can often be expensive, and something you may not have the budget for. The RossCare+ Extended Warranty program is a viable option. Instead of worrying about your equipment, you can focus on what you do best, creating quality content.
- Spare Parts
 - Modules and components required to repair your Ross product are available to purchase outside of the warranty period.

Critical Spares

- As a Technical Support extension, there is a global network of strategically located warehouses for critical spares to ensure you receive prompt delivery of any necessary replacement parts.
 - United Kingdom, Singapore, China, Australia, and two in the United States
- When a component is needed, it will be shipped from the closest available location. This quick ship service is available to all customers during their warranty period.

Hardware Repair

- Warranty
 - Advance Replacement- next business day
 - Repair and Return (repair time 10 days from receipt by Ross)
 - Ross has network of strategically located, global logistics hubs to ensure you receive prompt delivery of any necessary replacement parts. This quick ship service is available to all customers during their warranty period. (Standard or Extended)
- Non Warranty
 - Repair and Return (repair time 10 days from receipt by Ross)
 - Advance Replacement- flat fee on repairs with replacement shipped the next business day to minimize down time
 - Rentals- Applies to non-modular products such as Production Switcher panels, Robotic pedestals...