

Premium Service



Our Premium Service Package gives you enhanced support on applicable Datapath hardware and software products.

We are committed to delivering exceptional service and work closely with our customers to ensure the successful deployment and use of our solutions.

Our dedicated support teams share a combined 50+ years of experience and maintain expert knowledge on all Datapath products and related technologies.

Benefits

Adding the Premium Service Package entitles you to dedicated help and support to get you back up and running if things go wrong.

- 24-hour support Monday-Friday
- Up to 5 years manufacturer's warranty
- Advanced swap-out policy for minimum downtime
- Service Level Agreement with defined response and resolution times
- Access to Datapath's Customer Portal to log support cases and knowledge base

Engineering the **world's best** visual solutions


DATAPATH
EXCELLENCE BY DESIGN

Applicable products

Our Premium Service Package is available for:

- All Aetria® related components
- VSN video wall controllers
- x-Series multi-display controllers
- WallControl 10 software



Standard and Premium service levels

Standard service is provided free of charge at point of product purchase. Enhanced protection comes with Premium Service and Premium 5 Year Service Plus packages.

	Standard	Premium	5 Year Service Plus
Product support	3 months	Yes	Yes
Support hours	Office hours only	24/5	24/5
Support access	Email & web	Email, web & phone	Email, web & phone
Remote support	No	Yes	Yes
Service level agreement	No	Yes	Yes
Response time	48 hours	See SLA	See SLA
Advanced swap out	No	Yes	Yes
RMA turnaround	10 working days	1 working day*	1 working day*
Hardware warranty	3 years	3 years	5 years
Bug fix software releases	12 months	Yes	Yes

* 24 hours turn around during normal business hours.

SLA and timescales

All Premium Service and Premium 5 Year Service Plus come with agreed service level agreements to ensure any issues are resolved in an expected timescale.

Priority	Description	Initial response (within 24/5)	Workaround	Full fix
1	Previously configured and working system is down and completely unusable	4 hours for direct non-automated response. Priority 1 cases should be raised directly with a support engineer by phone	12 hours	48 hours
2	Previously configured and working system is severely impaired but still usable	8 hours for direct non-automated response	48 hours	96 hours
3	Minor system issue	24 hours	72 hours	Next service release
4	Feature request or requested improvement	48 hours	N/A	Considered for inclusion on product road map

For more information on Premium Service Package contact us on **+44 (0) 1332 294441** or email **sales@datapath.co.uk**.

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