



**Broadcast Pix**

**Create Compelling Live Video**

■■■■■ *Cost-effectively*

## Broadcast Pix Hardware Support

Phone, email & software support remains at no charge to our Broadcast Pix customers. Hardware warranty will be a chargeable item after the initial warranty period expires, and it will be of great value to our customers.

### Broadcast Pix Warranty for new products

- Product should be registered with Broadcast Pix, leading to more effective support process
- Warranty is 14 months from factory shipping date
- Advanced Replacement of defective parts

### **Warranty on all Slate Switchers**

The Products will be of a professional quality, meet the specifications set forth in the Product descriptions and are warranted to be free from defects in materials and workmanship for a period of fourteen (14) months from factory delivery. Broadcast Pix will repair or, at its sole option, replace any component found to be faulty on any system returned to the service center of Broadcast Pix in the USA for repair. The costs of any visit to the customer's site are not included in the warranty. The cost of returning Product to Broadcast Pix is the responsibility of the end user or the Dealer. Dealer is authorized to deliver the Broadcast Pix warranty, as described above, to purchasers of the Products and the Future Products. No software is to be added to the product from any other source than Broadcast Pix, unless approved by Broadcast Pix, or it will invalidate this warranty. BROADCAST PIX MAKES NO OTHER WARRANTY, EXPRESSED OR IMPLIED, AND PARTICULARLY EXCLUDES ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

### Customers with hardware support program after original warranty period expires

- Priority repair of Slate hardware
- Advanced Replacement of defective parts
  - o RMA will be in box with return shipping label
  - o Defective parts have to be returned within 14 days
  - o Parts ship within 1 business day under most circumstances
- Remote Support (requires internet connection on Slate)
- Includes Broadcast Pix Support Certificate

### Customers currently not under warranty contract

- Parts pricing per spare parts price-list
- **SLATE 100/1000/2100**
  - o Flat repair fee \$1,500 for workstation and iBob
  - o Flat repair fee \$ 250 for Slate 100 control panel
  - o Flat repair fee \$ 750 for Slate 1ME control panel
- **SLATE 3000/5000**

- Flat repair fee \$2,000 for workstation and Router
- Flat repair fee \$750 for Slate 1ME control panel
- Flat repair fee \$1,250 for Slate 2ME control panel

Customer not under warranty can purchase warranty support, but cost from previous non-supported period has to be covered. *Example: customer not under warranty for one year, two years of warranty have to be purchased to get back on current warranty program.*

Extended Hardware Warranty Pricing

- Slate 100 \$ 1,400.00
- Slate 1000 \$ 1,750.00
- Slate 2100/3000 \$ 2,250.00
- Slate 5000 \$ 3,250.00