

Global Support Packages



Our Premium and Standard support plans are designed to ensure your investment in disguise is supported and protected in any environment, production or show. Our team of global specialists are here to help you every step of the way, while our service centres are located across six locations around the world to ensure you have access to the fastest support possible.

Premium Support

		2 yr	3 yr	5 yr
Hardware (rx)	<ul style="list-style-type: none"> Worldwide server cover incl. loaner server Extended warranty: free parts, labour & return shipping 	\$1,250	\$2,500	\$5,000
Hardware (gx/ vx)	<ul style="list-style-type: none"> Worldwide server cover incl. loaner server Extended warranty: free parts, labour & return shipping 	\$2,500	\$5,000	\$10,000
Project Support	<ul style="list-style-type: none"> Dedicated Support Packages 8 hours/day: <ul style="list-style-type: none"> Remote: \$1,250 / day Mix: \$1,875 / day* On-site: \$2,500 / day* *Activation notice of 30 days 			
Training	<ul style="list-style-type: none"> Dedicated Training Packages Remote or F2F/On-Site (F2F/OS): <ul style="list-style-type: none"> 3x Virtual Q&A/Assessments (2h each): \$750 (Remote) Standard Courses (1 day) \$500 (Remote) / \$1k (F2F/OS) (6 person max)* Specialist Courses (xR/ Broadcast / VP) (3 days): \$6k (F2F) / \$8k (OS) (4 person max)* 			
Hardware Service	<ul style="list-style-type: none"> Full diagnostics/report, system clean, new filters VFC checks and firmware update HDDs replaced and configured 		\$2,750	

*does not include travel, accommodation & per diems. For these, please consider the following conditions:

- All flights to be premium economy. If the total route duration, including stop overs, is more than 8 hours then flight tickets should be business class
- All hotels to be 4* and above
- Per diem rate to be paid at \$60 per day onsite

Standard Support

		2 yr*	3 yr	5 yr
Hardware (rx)	<ul style="list-style-type: none"> Extended warranty: free parts, labour & return shipping 	Free	\$750	\$2,250
Hardware (gx/ vx)	<ul style="list-style-type: none"> Extended warranty: free parts, labour & return shipping 	Free	\$1,500	\$4,500
Project Support	<ul style="list-style-type: none"> Telephone & Email support: <ul style="list-style-type: none"> Non-critical: 3 to 5 days - 24/5 Critical: 24 hours - 24/7 		Free	
Training	<ul style="list-style-type: none"> E-learning 		Free	
Hardware Service	<ul style="list-style-type: none"> Full diagnostics/report, system clean, new filters VFC checks and firmware update 		\$2,000	

*B stock support is free of charge for one year only