



DISGUISE

# Hardware Warranties & Support

2024

# Trusted Hardware Support

With over two decades powering the world's most technically ambitious live shows, we appreciate the challenges of working in high-stake environments.

Our hardware warranties and support ensures greater peace of mind through extensive global cover.

- Premium Support
- Standard Support



# We've Got You Covered

## Reduce the risk of hardware failure

Downtime will have a significant impact on your production.

The average **daily** opportunity cost of downtime on a virtual production set is a staggering \$45,000.

Department	Daily Rates	Total
Talent	\$5,000	\$45,000
Direction Team	\$2,000	
Production Design	\$4,500	
Camera + Crew	\$5,000	
LED + Crew	\$10,000	
Lighting + Crew	\$6,000	
Grip + Crew	\$5,000	
Studio Rentals	\$3,000	
Other Logistics	\$4,500	

# Premium and Standard Warranties

## Standard

Our Standard warranties provides the option to extend your warranty to cover free parts, labour and return shipping.

## Premium

Premium warranties include all the benefits of standard warranties.

They also include worldwide product cover with loan units provided; free parts, labour and return shipping; and an optional flight case for 4U servers free-of-charge.



# Warranty and Hardware Pricing

# Standard Warranty Plan

Standard Plan		2 years*	3 years	4 years	5 years
<b>Hardware (EX / RX / PX)</b> \$750/ year	Extended warranty: free parts, labour and return shipping	FREE	\$750	\$1,500	\$2,250
<b>Hardware (GX / VX)</b> \$1,500/ year	Extended warranty: free parts, labour and return shipping Includes VFC cards shipped with unit (except IP-VFC)	FREE	\$1,500	\$3,000	\$4,500
<b>IP-VFC</b>	Standard warranty only. No extension can be applied	FREE	N/A	N/A	N/A
<b>Fabric (switch only)</b>	Standard warranty only. No extension can be applied	FREE	N/A	N/A	N/A

\*B Stock support is free of charge for one year only

# Premium Warranty Plan

Premium Plan		2 years*	3 years	4 years	5 years
<b>Hardware (EX / RX / PX) \$1,250/ year</b>	Worldwide product cover (loan unit supplied) Extended warranty: free parts, labour and return shipping	<b>\$1,250</b>	\$2,500	\$3,750	\$5,000
<b>Hardware (GX / VX) \$2,500/ year</b>	Worldwide product cover (loan unit supplied) including optional FOC flight case. Extended warranty: free parts, labour & return shipping. Includes VFC cards shipped with unit (except IP-VFC)	<b>\$2,500</b>	\$5,000	\$7,500	\$10,000
<b>IP-VFC \$750/ year</b>	Worldwide product cover (loan unit supplied). Extended warranty: labour and return shipping	<b>\$750</b>	\$1,500	\$2,250	\$3,000
<b>Fabric (switch only) \$1,000/ year</b>	Worldwide product cover (loan unit supplied). Extended warranty: labour and return shipping	<b>\$1,000</b>	\$2,000	\$3,000	\$4,000

\* Discounted by 50% in Year 1 + Year 2

# Standard & Premium Hardware Support

## Standard Plan

		Cost
<b>Hardware Service</b>	Full diagnostic/report, system clean and new filters VFC cards checked and firmware updated	\$2,000

## Premium Plan

		Cost
<b>Hardware Service</b>	Full diagnostic/report, system clean and new filters VFC cards checked and firmware updated HDDs replaced and configured	\$2,750