



## ARTEL CARE SERVICE PROGRAMS



- Invest in your mission critical system with an Artel Care Service Agreement
- Gain peace of mind with Artel's customer support
- Upgrade to an Artel Gold or Platinum Care package today



## Why Artel

At Artel, we leverage over 30 years of video transport experience to develop reliable and simple-to-deploy media transport solutions designed to take advantage of the latest technologies. With thousands of successful deployments worldwide and an unparalleled reputation for customer support, Artel is recognized as the ideal solutions partner for service providers, broadcasters, government, higher education, houses of worship, sports, and other applications where reliable broadcast-quality media transport is required.

Always a pioneer in digital video, Artel now has directed its efforts in the advancement of Media over IP. Our engineers and support team are versed in IP networking technologies and solutions serving as a natural partner for your transition to IP workflows.

Artel's DigiLink, InfinityLink, FiberLink, Quarra, and ARQ product lines combined with our long history of exceptional customer service, make Artel the ideal partner for your media delivery needs.



## Artel Care

### Service Excellence

Artel's commitment to excellence goes beyond designing and manufacturing world-class products, to providing unrivaled quality customer support and services.

Purchasing Artel Care will give you the peace of mind, while maximizing your investment and reducing unplanned expenses during the lifecycle of your equipment.

Artel Care's Gold and Platinum service packages provide graduated levels of Artel's renowned technical support, remote assistance, and troubleshooting; software updates and enhancements; hardware repair and replacement coverage; discounts on training and professional services, and other service-level commitments.

See why you should invest in your mission critical system with an Artel Care Service.

### Artel Care Service Programs

ARTEL CARE SERVICE FEATURES	GOLD	PLATINUM
Technical Support (9x5 coverage) Office hours	✓	✓
Technical Support (24/7/365 coverage)		✓
Remote Assistance including troubleshooting	✓	✓
Software Updates - Current version only	✓	✓
Software Enhancements		✓
Remote updates to DL Manager (requires permission)		✓
Repair of Hardware	✓	✓
Advanced Replacement of Hardware (where applicable)		✓
Discounts on Artel Solutions Training		10%
Discount on Professional Services		10%



# Artel Care Options

## TECHNICAL SUPPORT (9X5 COVERAGE)

Access to Artel Service Engineers either by phone or by e-mail. The Artel Service Engineer will have the capability to analyze, troubleshoot and resolve your issue. In addition to the knowledge and experience, the Service Engineer will have available a vast amount of technical equipment and is located within walking distance of the developers and manufacturing team for quicker resolution of your issue.

## TECHNICAL SUPPORT (24/7/365 COVERAGE)

Have assurance that your Artel Service Engineer will be available to resolve your issue by phone 24 hours a day 365 days a year. When you need assistance, Artel will be there to support your mission critical product.

## REMOTE ASSISTANCE

In addition to our technical support, our Service Engineers will have the capability to remote into product (where access is available) to resolve issues faster.

## SOFTWARE UPDATES

Artel will make available releases of current version of software during the service agreement.

## SOFTWARE ENHANCEMENTS

Artel will make available releases of software for the product including new software features and functionality that is used for the product under the service agreement.

## REPAIR OF HARDWARE (DIGILINK ONLY)

Artel will repair hardware within 7 business days of receiving defective unit from the Artel in house repair center.

## ADVANCED REPLACEMENT OF HARDWARE (WHERE APPLICABLE)

Artel through its advance exchange program will ship from the Artel Service Center within 48 business hours after a replacement part has been determined by the Artel Service Engineer.

## DISCOUNTS ON ARTEL SOLUTIONS TRAINING

Under Platinum you are entitled to discounts on our elite in-house solutions training.

## DISCOUNTS ON PROFESSIONAL SERVICES

Under Platinum Care you are entitled to discounts on future professional services for product covered under your Artel Care.

## Proven Products, Unrivaled Service and Support



- Proven technology in a rugged, reliable package
- Supports all formats across all networks
- Intuitive and simplified user interfaces
- Integrated, modular, and flexible
- Compact and low power
- Network requirements analysis and design services
- Training and installation support available
- 24x7x365 access to technical support available



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