

Customer Support Contracts

Keeping you where you need to be



Broadcast audio consoles designed for live on-air use have to be extremely reliable – it's the most important feature we build into every piece of Calrec equipment.

Calrec's reputation for reliability is unmatched in the broadcast industry. Unlike many console manufacturers, Calrec provides independent redundant hardware for all critical systems, with hot pluggable cards and modules - basic design principles which have helped make Calrec the leading console supplier to some of the world's biggest broadcasters.

Despite this, over the lifetime of a console there is always the possibility that hardware might fail. Broadcast infrastructures are made up of large, complex networks which incorporate a variety of different manufacturers and protocols. Introducing third party equipment to a networked environment, or updating software on that equipment, can sometimes introduce more than you bargained for.

Conversely, a software upgrade on your audio console can include features which solve an existing issue, or provide a more elegant way to work. These things are worth knowing.

And while Calrec's comprehensive redundancy features are designed to protect the integrity of the broadcast, sometimes a customer may still need a replacement piece of hardware fast.

A Calrec Support Contract gives you all that and more.

Philip Peters, Director - Audio Services, CBN

" We decided to renew our Level 1 contract for several reasons. Although both our Artemis consoles have been trouble free I have had various software questions over the last four years, and it's very easy to pick up the phone and have any questions answered right away.

" As both our studios are busy five days a week, any downtime would hurt us and our clients. Knowing that we can have spares on site as soon as possible makes my job that much better. We also benefit from an annual software upgrade, which guarantees we are up to date with the latest features. All this gives us tremendous peace of mind."

Calrec's vast experience with broadcast audio networks can help with fault diagnosis and can advise on the best course of action. Customers can also breathe easy knowing explanations of new software features or guidance on best practice and planning for software upgrades is available.

Other customers may like the peace of mind that they will be kept on air whatever the future has in store, and for no additional financial outlay.

For many of our customers, it's common sense.

John Madden, TV Sound Supervisor, RTE

" I cannot understand why anyone working in a live broadcast environment would not have a Support Contract.

" As well as being a Sound Supervisor at RTE, I am also in charge of support for our sound infrastructures, which means I need to have a thorough understanding of how our audio systems work and to judge when more specific expertise is required.

" RTE TV is an all-Calrec facility. We have a number of people at differing skill levels using the consoles and everyone is aware of how robust the systems are, and so I seldom have to use the Calrec 24 hour line. When I do make a call to a Calrec Support Engineer, it feels like he is sitting next to me, such is the encyclopaedic knowledge they have of our consoles and network. I don't get that from support services with other suppliers, especially in regard to weekend and after hours assistance required in a 24/7 live transmission environment.

" Advance replacement spares, 24/7 on call support and site visits are just some of the other benefits we enjoy with our Service Contract. Of particular note, the site visit reports published after software upgrades, health checks or commissioning visits are in-depth and minutely detailed.

" The Calrec team has a desire to get it right, and get to the bottom of every issue - the whole team is passionate about getting the job done properly. This gives the impression of a family-run business where everyone knows what's going on in relation to the customer, and is quite unique considering the size of the company, but it is typical of the team spirit that is present in all the departments I deal with at Calrec."



Calrec's team of dedicated professionals are on hand to ensure you always receive prompt attention, whatever your requirements. With engineers at our HQ in Hebden Bridge, in our US office and around the world through our respected distributor network, you are never far away from a professional technical solution. Free technical support is available to all customers during office hours.

A Calrec Support Contract provides your company with a team of skilled engineers ready to respond whenever you need them.

Support Contract Benefits

	Warranty	Level 3 Support	Level 2 Support ⁽¹⁾	Level 1 Support
Office Support ⁽²⁾	09:00 - 17:00	09:00 - 17:00	09:00 - 17:00	09:00 - 17:00
24/7 Telephone Support		✓	✓	✓
Support via Remote Access	✓	✓	✓	✓
Advance Exchange Part	✓		✓	✓
Emergency Site Visits ⁽³⁾	✓			✓
Onsite Services ⁽⁴⁾ Discount ⁽⁵⁾		✓	✓	✓
Cold Spares Discount ⁽⁶⁾			✓	✓
Software Updates ⁽⁷⁾	✓	✓	✓	✓
Software Upgrades ⁽⁸⁾				✓

Office Support

Calrec Engineers are available 09:00 – 17:00 (GMT/BST) Monday – Friday via telephone and e-mail to provide Technical Support on all Calrec products to all customers, free of charge. Outside UK office hours support is available through local Calrec Offices and/or Calrec's distributor network.

24/7 Telephone Support

A dedicated line for emergency Technical Support by a Calrec Customer Support Engineer is available 24 hours a day, 365 days a year.

Support via Remote Access

Calrec systems are pre-configured to allow remote access by Support Personnel to assist in fault diagnosis and rectification.

Advance Exchange Parts

In the rare event of a hardware failure, Calrec operates an Advance Exchange Program. Calrec will supply either replacement components or units, in advance, in exchange for the customer's defective components or units. The Advance Exchange Units (AEUs) will be dispatched within 24 hours.

Software Updates

Calrec will, where necessary, release maintenance updates of existing versions of software to provide bug fixes etc. These fixes are provided free of charge. On-site labour for installation may be chargeable.

Software Upgrades

New releases of Calrec Software are available at no cost to the customer. One software upgrade is included as part of the Level 1 Contract per annum. Otherwise, labour and expenses for a visit by a Calrec Customer Support Engineer, or approved agent, are chargeable. A full health-check is carried out post-upgrade as part of the visit.

Emergency Site Visits

In the unlikely event that a problem has not been resolved by either the Customer's technical personnel or Calrec's Support Services as outlined above, then an Emergency Site visit may be required. Emergency Site Visits are included as standard as part of a Level 1 Support Contract.

On-site Services Discount

Calrec offer a range of additional onsite services, including:

- Health Checks
- Service Visits
- Training (First Line Maintenance, Operational, and Technical)
- On-Air Support
- Software Upgrade Visits

A discount on the daily rate card for these services is included for all levels of Support Contract, with the discount dependent on the level of contract purchased.

Cold Spares Discount

Level 1 and Level 2 Support Contracts carry an additional discount on the purchase of Cold Spares. The level of discount is dependent on the value of the cold spares to be purchased. Payment for cold spares can be included in the payments for a Support Contract and spread across the duration of the contract. Please contact your local Calrec sales representative for more information.

Multi-year Contracts

Discounted multi-year contracts are available, the size of discount is proportionate to the number of years purchased. Multi-year contracts also provide the benefit of being able to purchase all years of the contract at Year 1 pricing and so are not subject to any discretionary year-on-year increase (the price of a 1 year Support Contract renewed annually may be subject to an increase linked to the Consumer Price Index, capped @ 2%).

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Alternatively, please contact your regional sales representative or local distributor for more details. Full contact information can be found on our website at calrec.com/contacts

⁽¹⁾ Level 2 Support Contracts are unavailable for the Summa console

⁽²⁾ Office Support is provided Monday – Friday. Times quoted are GMT/BST

⁽³⁾ Only one emergency site visit per annum is provisioned for Summa Support Contracts

⁽⁴⁾ Onsite Services include Software upgrades, Service visits, Health-Checks, Training, On-air support etc.

⁽⁵⁾ Discount for Onsite Services – Level of discount dependent of Level of Support purchased

⁽⁶⁾ Discount on purchase of Cold Spares. Discount varies depending on value of purchase

⁽⁷⁾ A Software Update is an update to a version of software that provides bug fixes

⁽⁸⁾ A Software Upgrade is a release of software that provides new feature sets or enhanced functionality. One software upgrade is included per annum