

Calnex Support Service



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Contents

1	Support Services.....	3
2	Eligibility	3
3	Definitions	3
4	CSS Scope	4
5	Service Summary.....	4
6	Contacting Calnex	4
7	Technical Support	5
7.1	Requesting Support.....	5
7.2	Information to Supply with Support Requests	5
7.3	Delivery of Support	5
7.3.1	Response Time	5
7.3.2	Diagnostic Tools	5
7.3.3	Defect Classification	6
7.3.4	Enhancement Requests	6
7.3.5	Resolution of Service Requests	6
7.3.6	Escalation Process.....	6
8	Software and Firmware Updates	7
8.1	Software Releases	7
8.2	How to Obtain the Latest Software Release.....	7
9	Hardware Warranty.....	7
9.1	What This Warranty Covers	7
9.2	How to Obtain Warranty Service.....	7
9.2.1	Failure Investigation	7
9.2.2	Hardware Repair or Replacement.....	7
10	Software Warranty	7
10.1	What This Warranty Covers.....	7
10.2	How to Obtain Warranty Service.....	7
10.2.1	Failure Investigation	7
10.2.2	Critical Defect Resolution	7
11	Renewal of Support Service	8
11.1	Eligibility for Renewal	8
11.2	How to Renew	8
11.3	Lapsed Support Service	8
12	What Hardware Warranty Does Not Cover.....	9
13	What Software Warranty Does Not Cover	9
14	General Exclusions	9
15	Data Security / Recovery	9
16	Subcontracting and Assignment.....	9
17	Out-of-Scope Services	9
18	Termination	9
19	Additional Terms.....	10
20	Applicable Law and Dispute Resolution.....	10

CALNEX SUPPORT SERVICE OVERVIEW

1 Support Services

Calnex Support Services (CSS) incorporates hardware and software warranty, software releases and technical support for Calnex products.

This document defines the services and the terms and conditions applicable to the Calnex Support Service.

2 Eligibility

Only customers of Calnex products who have a valid CSS Agreement are eligible for CSS Services.

Purchase of any Calnex product includes a CSS Agreement for 12 months. The CSS period begins on the shipment date of the product. Calnex recommends that you purchase extensions to CSS beyond this initial period to ensure that you receive prioritised support, your product is kept up-to-date and continues to be protected under warranty.

3 Definitions

Agreement	A contract for the provision of Calnex Support Services agreed between Calnex Solutions Ltd and the Customer. The continued use of Calnex Solutions Ltd products and services declares that the customer accepts the Calnex Solutions Ltd Support Service Terms and Conditions
Calnex	Calnex Solutions Limited, Linlithgow, Scotland (registered Company Number SC299625)
Customer / You	The company, organisation, person or persons that is the purchaser or user of Calnex products and who enters into the agreement for the supply of support services
CSS	The Calnex Support Service.
CSS Period	12 months from the date of product shipment or multiple 12 months periods for each extension year purchased.
Defect	A failure of any Calnex product to perform in all material respects in accordance with the applicable product specifications.
Hardware	Hardware supplied by Calnex
Regional Calnex Representative	Either your local Calnex Partner or local Calnex Sales / Application Engineer
Service Request (SR)	A request from a customer for technical support
SR Identifier	The unique identifier associated with a service request. This will be of the format: CS<region>-<nnn> e.g. CSEMEA-123
SR Owner	The Calnex Support Engineer assigned to a service request
Specifications	Calnex's published product specifications and operator manuals
Software	Calnex's firmware (embedded in the hardware) and software
System(s)	A combination of hardware and software that delivers functionality as outlined by Calnex in the applicable specifications.

4 CSS Scope

CSS provides different levels of support for different Calnex products. The services provided may be changed at any time. The current services provided under CSS for each Calnex product can be found on the Support page of the Calnex website: <https://www.calnexsol.com/support>.

5 Service Summary

The services provided under CSS are summarised below. These are described in more detail in later sections.

Technical Support	Calnex provides technical support for all its products. In addition, Calnex technical experts will provide guidance on Standards, test configurations and applications.	Section 7
Software Update	Calnex may periodically develop new software releases for its products. These new software releases will be provided to the Customer under CSS at no charge (although optional features will be chargeable if they are not currently installed)	Section 8
Hardware Warranty	Calnex warrants that each hardware product that you purchase is free from defects in materials and workmanship under normal use during the warranty period. During the warranty period, Calnex will repair any such defects free of charge. Any exceptions will be listed in the CSS Datasheet for the product.	Section 9
Software Warranty	Calnex warrants that each software product you purchase (including software associated with a hardware product) is free from critical defects that prevent correct operation according to the published specifications.	Section 10

6 Contacting Calnex

Calnex Representative Your Regional Calnex Representative is likely to be a Calnex Partner. For details go to the “Contact” tab on www.calnexsol.com and select your region.

Website <http://www.calnexsol.com>

Calnex Service Desk <https://calnexsolutions.atlassian.net/servicedesk/customer/portals>

Email

support.americas@calnexsol.com	support.emea@calnexsol.com
support.india@calnexsol.com	support.japan@calnexsol.com
support.greaterchina@calnexsol.com	support.sea@calnexsol.com
support.korea@calnexsol.com	support@calnexsol.com

CALNEX SUPPORT SERVICE DETAILS

7 Technical Support

Calnex provides product support for all its products. This support may be delivered by regional Application Engineers or by Calnex product experts.

In addition, Calnex technical experts will provide guidance on Standards, test configurations and applications.

It is strongly recommended that all individuals associated with this service agreement obtain accounts for the Calnex website and the Calnex Service Desk by emailing support@calnexsol.com or requesting an account on the Calnex website.

7.1 Requesting Support

Support requests should be submitted using the Calnex Service Desk (CSD). This can be accessed from <https://calnexsolutions.atlassian.net/servicedesk/customer/portals>.

You may also contact your Regional Calnex Representative who may either deal with your request directly or will raise a ticket in CSD on your behalf. Alternatively, you can contact Calnex Technical Support directly using your regional support email address (see Section 6 above). Note that the Calnex Technical Support Team will raise a ticket in CSD for any Service Requests raised by email.

When a request is raised in CSD it is assigned a unique identifier (the **SR Identifier**). The request will also be assigned to a Calnex Application Engineer (the **SR Owner**) who will progress the request.

7.2 Information to Supply with Support Requests

For each problem reported, you should provide Calnex with a description of the problem and, where possible, a step-by-step sequence of operations that recreate that problem. You should additionally provide all available information (hardware and software revisions, error codes, diagnostics, scripts, etc.) that may assist in diagnosing the problem.

The following information must be included in any request to Calnex for support. This support can only be provided once this information is supplied:

- **Product serial number** which is the specific unique identifier that is a requirement for identification of licensing, warranty or maintenance contract on purchased products.
- The **software version** being used

7.3 Delivery of Support

7.3.1 Response Time

Calnex will endeavour to acknowledge receipt of a Service Request within 1 working day.

Due to the complex nature of Calnex products and their applications, Calnex cannot guarantee how long it will take to resolve a request. However, Calnex will provide updates on the status of the Service Request; the frequency of updates will increase with the severity of the request.

7.3.2 Diagnostic Tools

Calnex may request that proprietary and / or third-party software is installed on your system to facilitate remote connection and delivery of support.

Any software installed on your system by Calnex shall be licensed appropriately by Calnex. The ownership of any such software will remain with Calnex.

You may request that Calnex explains the purpose of the software to be installed and demonstrate its use prior to any installation on your systems.

7.3.3 Defect Classification

In the situation where a Service Request is confirmed by the Calnex Support Team to be a defect, you will be notified that the Service Request has been referred to Calnex Engineering for further investigation. A Calnex Support Engineer will work with you to clarify the severity of the defect in accordance with the following definitions:

Severity	Description
Critical	The system is inoperable, not usable or does not operate according to published specifications as a result of hardware or software malfunction. No known workaround is available. Critical defects will be scheduled for immediate attention.
Major	The system is unable to operate consistently and/or intermittently produces incorrect results according to published specifications. This behaviour is caused by hardware or software malfunction. A work-around is available.
Normal	The system is providing all required functionality but the behaviour is not as expected. A work-around is available.

With the exception of critical defects, Calnex makes no commitment to fix defects in any product release.

7.3.4 Enhancement Requests

If a Service Request is identified by the Calnex Support Team as being an enhancement request, you will be notified that the Service Request has been referred to Calnex Engineering for consideration as a feature in future product releases.

Calnex makes no commitment to implement enhancements in any product release.

7.3.5 Resolution of Service Requests

Once a Service Request is believed to be resolved, Calnex will contact you asking for confirmation that the Service Request can now be closed. If you do not respond within 10 working days, it will be assumed that you have accepted the solution and the request will be closed.

In addition, if Calnex have requested further information or feedback from you with regard to your request and you have not replied within 20 working days, Calnex will close the Service Request on the assumption it is no longer an issue.

7.3.6 Escalation Process

The escalation process is as follows:

- You should request that the priority of the Service Request is raised. Be sure to clearly outline the reason for the urgency
- You should work with the **SR Owner** to agree a timeframe for subsequent status updates
- If you feel that progress on your Service Request is not acceptable, ask to speak with a Regional Business Development Director

Note: The **SR Identifier** must be referenced throughout the process.

8 Software and Firmware Updates

8.1 Software Releases

Calnex may periodically develop new software releases for its systems. These new software releases will be provided to you under CSS at no charge provided that your hardware supports the new release. In the event that updated hardware is required, you may purchase the new hardware in order to obtain the software release. Optional features or enhancements contained in new software releases are chargeable if not currently installed in your system.

You may, at your discretion, decline to accept a software release. In this case, Calnex may not investigate your request and/or may not implement any bug fixes or provide optional features or enhancements on your software release.

8.2 How to Obtain the Latest Software Release

Calnex distributes software releases through the Calnex website (<http://www.calnexsol.com>). Customers who have purchased CSS are eligible for an account allowing access to the Software Downloads area of this website.

To request a login, please register on the website.

9 Hardware Warranty

9.1 What This Warranty Covers

Calnex warrants that each hardware product that you purchase is free from defects in materials and workmanship under normal use during the warranty period. During the warranty period, Calnex will repair any such defects free of charge.

9.2 How to Obtain Warranty Service

9.2.1 Failure Investigation

Any potential hardware failure should be notified to Calnex or your Regional Calnex Representative (see Section 6).

The failure will then be investigated to confirm that this is a hardware failure and that it is covered by CSS. The investigation may be carried out remotely in which case, you will be asked to provide local assistance. In addition, you may be asked to install new software and / or third-party tools to facilitate the investigation.

9.2.2 Hardware Repair or Replacement

If you raise a Service Request and Calnex suspect that this indicates faulty product hardware, the hardware must be returned to Calnex for further diagnosis and repair. Calnex aims to complete repairs within 20 business days from receipt at Calnex.

Hardware being returned must reference a Return Authorization Number (RMA #) that will be issued by Calnex. You are expected to pay for shipping to Calnex; Calnex will pay for the return shipment to you.

10 Software Warranty

10.1 What This Warranty Covers

Calnex warrants that, during the warranty period, each software product you purchase (including software associated with a hardware product) is free from **critical** defects (see Section 7.3.3) that prevent correct operation of the system according to the published specifications.

10.2 How to Obtain Warranty Service

10.2.1 Failure Investigation

Any potential critical software defect should be notified to Calnex or your Regional Calnex Representative (see Section 6).

The failure will then be investigated to confirm that it is caused by a critical software defect. The investigation may be carried out remotely in which case, you will be asked to provide local assistance. In addition, you may be asked to install new software and / or third-party tools to facilitate the investigation.

10.2.2 Critical Defect Resolution

If the defect is confirmed to be critical, the issue will be escalated to Calnex Engineering for resolution. Calnex will endeavour to resolve the issue and provide a new release to you as soon as is practical. This release may contain an interim solution which may be different to that implemented in the full release.

11 Renewal of Support Service

All CSS Agreements last for 12 months from the date of product shipment or multiple 12 months periods for each extension year purchased. Calnex recommends that customers with eligible products renew their CSS Agreement to ensure they receive access to the latest software releases, priority technical support via the Calnex Service Desk and their product remains under hardware warranty.

11.1 Eligibility for Renewal

CSS may be renewed when required. However, Calnex reserves the right to:

- Require the system to be upgraded to supported hardware and software levels (i.e. the current and immediately preceding release), **at the Customer's expense**, prior to renewal. Following this upgrade, the Customer will be eligible to participate in CSS following receipt of an order for CSS.
- Inspect the system to determine whether a hardware upgrade is required.
- Inspect the system to ensure that it is functional.
- Decline a request for renewal.

If an inspection is required, this will be free of charge provided that an order for CSS is placed within sixty (60) days of such inspection; otherwise, you will be charged for the inspection at Calnex's then-current billable rates on a pro-rata basis.

11.2 How to Renew

Prior to your CSS expiry date, you will receive a renewal reminder. You should then contact your Regional Calnex Representative to arrange a renewal.

For renewals (that have not lapsed), the new CSS period begins on the expiry date of the previous CSS period.

11.3 Lapsed Support Service

If your CSS has lapsed, then a re-instatement fee will be charged. The CSS start date will be the date specified on the re-instatement order.

Note: If you do not purchase CSS or your CSS has lapsed, you will no longer be entitled to warranty repairs or software upgrades. You will still be able to request support from Calnex or your Regional Calnex Representative. However, priority will be given to requests from customers with valid CSS. Support provided to you will be on a best-effort basis with no response time commitment and with no possibility of request escalation.

Other Terms and Conditions

In the event of a conflict between the terms and conditions outlined in this Agreement and your purchase order, the terms and conditions of this Agreement shall apply.

12 What Hardware Warranty Does Not Cover

This warranty does not cover the following:

- Uninterrupted or error-free operation of a product
- Loss of, or damage to, your data
- Loss of, or damage to, any products connected to this product
- Failure or damage resulting from neglect, misuse, accident, modification, improper installation, unsuitable physical or operating environment, natural disasters, fire, flood or lightning
- Power surges, or improper maintenance by you
- Damage caused by a non-authorized service provider
- Failure of, or damage caused by, any third-party products
- Damage to the unit due to inadequate ventilation or high ambient temperatures
- Failure to earth the product
- Any technical or other support, such as assistance with “how-to” questions and those regarding product set-up and installation

This warranty will become void by removal or alteration of identification labels on the product or its parts, opening of the product, failure to adequately ventilate the unit or operation in high ambient temperatures, connection of faulty devices or connection of devices that provide "Power over Ethernet" or "PoE".

13 What Software Warranty Does Not Cover

This warranty does not cover the following:

- Any software defect that does not prevent the use of the product as defined by the product specifications
- Any software defect for which there is a work-around

14 General Exclusions

The CSS Agreement does not cover the following:

- Third-party software and hardware
- Training

15 Data Security / Recovery

Calnex will not be held responsible for any data corruption or loss (however caused) to any software, hardware, connected system or device as a result of the use and / or support of Calnex products, software, hardware, services or support recommendations.

Calnex will only use any customer data collected in dealing with Service Requests for the following purposes:

- Resolving the Service Request.
- Monitoring support performance

16 Subcontracting and Assignment

Calnex may elect to subcontract to third parties all or part of Calnex's service obligations under a CSS Agreement. However, Calnex will still remain the responsible party.

17 Out-of-Scope Services

Calnex shall not be required to provide any on-site service on the system or any part of it.

18 Termination

This CSS Agreement may be terminated by either party giving written notice at least thirty (30) days prior to the expiration of the then current term of the Agreement.

19 Additional Terms

- a. Calnex Support Services are non-transferable and services will only be provided to employees and/or agent of the purchasing organisation.
- b. Calnex reserves the right to change CSS policy and pricing from time to time. Such change in policy and pricing shall not affect services provided during the then current term of a CSS Agreement. Please contact your regional Calnex representative for the most up to date policy document.
- c. **LIMITATION OF LIABILITY:** IN NO EVENT WILL EITHER PARTY BE LIABLE TO THE OTHER PARTY FOR ANY INDIRECT, SPECIAL OR CONSEQUENTIAL DAMAGES INCLUDING WITHOUT LIMITATION LOST BUSINESS OR LOST PROFITS, WHETHER FORESEEABLE OR NOT, EVEN IF A PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES AND NOTWITHSTANDING ANY FAILURE OF ESSENTIAL PURPOSE OF ANY LIMITED REMEDY.
- d. **HARDWARE AND SOFTWARE WARRANTY:** THIS WARRANTY IS YOUR EXCLUSIVE WARRANTY AND REPLACES ALL OTHER WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

20 Applicable Law and Dispute Resolution

This Agreement shall be interpreted according to the laws of Scotland and the parties submit to the exclusive jurisdiction of the courts of Scotland. All disputes arising out of or in connection with this warranty shall be heard within the courts of Scotland.

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Calnex Solutions Ltd
Oracle Campus
Linlithgow
EH49 7LR
United Kingdom

t: +44 (0) 1506 671 416
e: info@calnexsol.com

calnexsol.com

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