



CSS

Calnex Support Service

Contracted Term

Tempo comes with a 36-month Support Service (CSS). During the contracted term your unit will be covered with a Hardware Warranty, and you will receive prioritized technical support.

Technical Support

We are available to help you with any product queries you may have. In addition, you can ask for advice on test methods or ask for interpretation of ITU-T or IEEE standards.

Hardware Warranty

Your Tempo is warranted for any hardware fails due to workmanship or materials during the contracted term. See the Calnex CSS Agreement for further details on exclusions.

Notes:

1. Batteries in your Tempo are covered by Hardware Warranty for 6 months from date of initial purchase of the unit.
2. The Rubidium clock in your Tempo is covered by Hardware Warranty for 12 months from date of initial purchase of the unit.

	first 36 months	after 36 months
Hardware Warranty	Free repair for hardware failure due to materials or workmanship	No
Technical Support	Unlimited, prioritized support	Reasonable effort

Contact Information

Calnex Representative Website

Contact details for your regional Calnex representative are available on the Calnex website
<https://www.calnexsol.com>

Calnex Support Portal Email

<https://calnex-support.com>

support.americas@calnexsol.com

support.greaterchina@calnexsol.com

support.sea@calnexsol.com

support.emea@calnexsol.com

support.japan@calnexsol.com

support@calnexsol.com

support.india@calnexsol.com

support.korea@calnexsol.com

Making the most of CSS

A Quick Guide

Raising a Support Request

Requests for assistance should be made using the Calnex Support Portal or contacting your Regional Calnex Representative.

When raising support requests in the Calnex Support Portal relevant FAQ articles are suggested in real-time giving you the fastest access to the large repository of valuable technical information.

Information we need

When raising a Support Request, please make sure that you give us the **serial number** of your product.

For requests related to the use of a product, we can provide more effective support if you provide the following:

- A detailed **description** of your problem
- The **software version** being used
- Any relevant **capture data**
- A **block diagram** of your test setup, including the **type of device or network** being tested

Resolving your Support Request

We may be able to address your issue immediately. In some cases, however, the resolution process may require the problem to be replicated in our lab and/or interaction with the Engineering team. The process is much more efficient if you can provide as much relevant information as possible.

Types of Support Request

Feel free to ask a general question, report a bug, or ask for a product enhancement. Our Support team work closely with the Engineering team and will ensure that your request is answered as quickly and completely as possible.

Getting the information you need

The Calnex website is a rich source of information to assist you in testing your devices and the use of Calnex products. You can access this information from the Support page.

The information available includes:

- **Interactive FAQ:** A quick search function to easily find relevant information from setup questions to in-depth explanations of standards and metrics, with an intuitive workflow to access related articles.
- **Product Documentation:** Links to data sheets and white papers.
- **Calnex Support Portal:** Link to the Calnex support portal where you can view your devices, download the latest software, search our knowledge base, raise, and view updates on your Support Requests.

Note: Access to the Calnex Support Portal requires an individual account. Please contact your Company's Portal administrator or the Calnex Support Team at the email address for your region (shown below) if you do not yet have an account.

If your instrument hardware fails

If you believe that your instrument has a hardware issue, contact your regional Calnex representative or raise a request in the Calnex Support Portal. We will investigate and, if a hardware issue is confirmed, will arrange to have your unit repaired or replaced.

If you have a critical issue

When you raise a Support Request, ensure you highlight the critical nature of the issue. If necessary to escalate an issue, contact the Calnex Support Manager.