Kalkitech / ASE offers customers extended hardware and software plans that can help customers to increase uptime, to extend product life and ensure accessibility to new software functionalities including security patches. One year and three-year extended maintenance plans are available.

The standard software warranty for new hardware purchases is one year from the product ship date. The warranty provides phone/email access to customer support and access to software update releases made during the warranty period. To review details of our standard hardware and software warranty, please visit our website.

**EXTENDED SOFTWARE SUBSCRIPTION AND HARDWARE WARRANTY PLANS**

**Extended Software Subscription**
The Extended Software Subscription offering provides access to new software releases which may include new features, OS updates and security patches. It also includes priority notice of critical issues that may affect the product, along with actions being taken by Kalkitech / ASE and further, provides recommendations for any customer actions. Available for one or three years, it extends the standard software warranty beyond the initial year, up to three years.

Up to two hours of phone or email support is included to provide additional guidance on product features and address any questions.

Features Overview:
- Secure access to product software downloads
- Secure access to software product documentation
- Telephone and email access for technical support

**Extended Hardware Warranty**
The Extended Hardware Warranty offering guarantees repair or replacement of Kalkitech / ASE hardware that fails through general use. The standard hardware warranty for new Kalkitech / ASE hardware purchases is one year from the product ship date; this plan extends the standard warranty period beyond the initial year and can be purchased for one or three years.

The failed product must be returned to Kalkitech / ASE wherein an evaluation will be made to either repair or replace the product at Kalkitech’s discretion. The customer will be responsible for shipping the item to Kalkitech / ASE.

Features Overview:
- Timely repair/replacement of returned product
- Technical support via email
- Web access to hardware documentation

**Combined Extended Software Subscription and Hardware Warranty**
This plan is available for one or three years and is for customers that desire the highest level of reliability. It includes all the features of the Extended Software Subscription and Extended Hardware Warranty offerings.

To learn more about any of these extended maintenance offerings, please contact your Kalkitech/ASE sales representative.

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Sales Office: United Arab Emirates

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