



Ashling Sales & Support Center

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## Extended Warranty and Software Update Services from Ashling Microsystems

### Extended Warranty Service

Ashling's customers may purchase an optional Extended Warranty service that provides an additional Warranty on hardware for one year from the date of expiry of the original Warranty, or of the expiry of the previous Extended Warranty Agreement, as described below.

Extended Warranty provides a pre-defined recovery period, designed to minimize the downtime of your essential Ashling Development Tools. Under Extended Warranty, your maintenance costs are controlled and you are protected against the potentially high cost otherwise involved in carrying out faultfinding, repair, QC, burn-in and final testing on a per-fault basis.

- Extended Warranty on hardware products includes repair by Ashling. Ashling will repair faults on your unit, and will upgrade (where appropriate) and test it.
- Extended Warranty covers the cost of both repairs and replacement materials.
- Extended Warranty provides you with telephone and/or email application support, and includes delivery of useful application notes and newsletters on your Ashling product.
- The Extended Warranty service excludes repairs to damage arising from accident, misuse, abuse, normal wear-and-tear, disaster, or modification to the product unless under Ashling's instructions. Ashling will provide an individual price quotation for such repairs. Software is excluded from the Extended Warranty service; it is covered by Ashling's Software Update Service.

### Software Support and Updates Service

Ashling's customers may purchase an optional Software Support and Updates Service that provides an additional support service on Ashling software for one year from the date of expiry of the original Warranty, or of the expiry of the previous Software Update Service, as described below.

Software Update Service ensures that your Ashling software is always up-to-date. You can immediately benefit from new software features, product improvements and extensions to device support, for a fixed annual cost. In addition, you have access to Ashling's technical support team throughout your Software Update Service period.

- Software Update Service provides you with automatic software updates for your Ashling product, free of charge, including all software performance improvements, all enhancements to existing features and all new features added to the product covered by the software update service agreement.
- Software Update Service includes telephone and/or email application support, and includes delivery of useful application notes and newsletters on your Ashling software product.