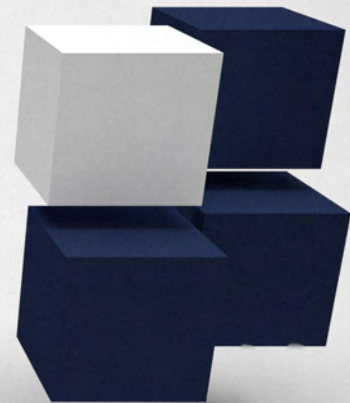


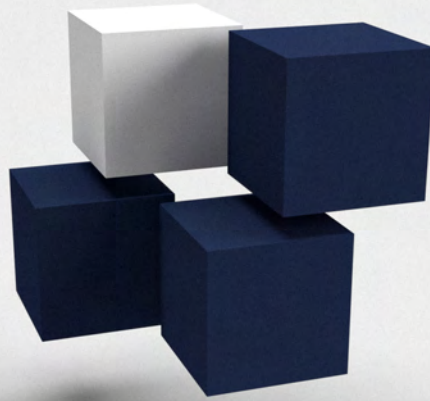
# Meinberg Support Services



**At Meinberg, we take a simple approach to comprehensive support with a variety of plans to meet your organization's needs.**

When you purchase a Meinberg product, your product is always covered by a standard 3-year warranty that covers hardware and software failures arising during normal, proper operation. You also have the benefit of free lifetime support from our Technical Support team, who can be contacted by phone or by email.

For those situations when time is critical, Meinberg also offers an Advanced Customer Support service, available 365 days a year, 24 hours a day, with a guaranteed response time of 4 hours, and a Rapid Replacement Service to ensure that defective units are replaced without undue delay. And of course, we also offer Warranty Extensions of up to 10 years for any product manufactured within Meinberg's own production facilities for peace of mind.



## Technical Support

### Support Hotline

+49 (0)5281 9309-888

### Email

[techsupport@meinberg.de](mailto:techsupport@meinberg.de)

### Meinberg Customer Portal

[meinberg.support](https://meinberg.support)

Support inquiries will be answered during the following business hours:

### Monday to Thursday

8:00 am – 5:00 pm (CET/CEST)

### Friday

8:00 am – 4:00 pm (CET/CEST)

**Please Note:** Our technical support is not available on public holidays and Saturdays or Sundays.

### Web

[www.meinberg.de](http://www.meinberg.de)

[www.meinbergglobal.com](http://www.meinbergglobal.com)

[www.meinberg-usa.com](http://www.meinberg-usa.com)

## Standard Support Service



Our standard support services that are included in all Meinberg products.

## Advanced Customer Support (ACS)



Advanced support services when you need them—available 365 days a year, 24 hours a day.

## Rapid Replacement Service (RRS)



Reserved replacement devices of an identical configuration to the product in use.

## Warranty Extension



The ability to extend your warranty to up to 10 years.

# Meinberg Support Services at a Glance

## Standard Support Service



Standard support services included in all Meinberg products.

### Warranty

3 Years

### Free Lifetime Support via

Telephone, E-Mail & Remote Support

### Free Lifetime Updates

Firmware update downloads on Meinberg's website, Security Advisories

## Advanced Customer Support



Advanced support services during a fixed contract period.

All the features of the Standard Support Service and:

### Maximum Initial Response Time

4 Hours<sup>1</sup>

### Number of Support Tickets per Year, per Device

3 Tickets<sup>2</sup>

### Contract Period

1 Year

### Availability

365 Days a Year, 24 Hours a Day

## Rapid Replacement Service



Reserve devices with an identical configuration to the product in use for rapid replacement.

### Shipping

Within 24 Hours<sup>3</sup>, Express Delivery

### Contract Period

2 Years

### Replacements

2 per Contract

### Registration of Replacement Device

Register more than one Device in use for one Replacement Device

### Storage of Replacement Device

Factory Storage or Onsite<sup>4</sup>

## Warranty Extension



Upgrade the standard warranty period of your Meinberg products.

### Warranty Extension

Up to 10 Years

### Extendability

At any time during ordering process or later

<sup>1</sup> Only applies to initial response. No guarantee can be made as to response times for subsequent correspondence

<sup>2</sup> Terms of the default ACS agreement. An alternative number may be agreed

<sup>3</sup> Request received on business days by 12:00 pm (CET/CEST)

<sup>4</sup> In available countries

## Standard Support Service

The **Standard Support Service** is included in the product price and offers a variety of services designed to ensure that your Meinberg Synchronization Systems install quickly, configure easily, and operate reliably in your network.

## Meinberg Warranty

Meinberg offers a **standard 3-year warranty** for all Meinberg products. This standard warranty covers all hardware and software failures, provided that the operating instructions have been followed by the user.

The warranty applies only to the country to which Meinberg initially shipped the product. If the Meinberg product is to be used in a different country than the country to which the product was originally shipped, this should be declared during the purchase process. Warranty coverage can be transferred or extended to other countries or regions on request.

During the warranty period, Meinberg will ship replacement parts or will repair the product in one of our Meinberg repair centers free of charge. In the latter case, the customer must arrange and pay for the shipment of the faulty device to the nearest repair center. Shipping charges for returning the repaired product to the customer are included in the warranty.

Even after expiry of the warranty, customers can still send their products to Meinberg for repair, in which case Meinberg will estimate the repair costs and send a quote to the customer.

## Free Lifetime Support

If you have any problems, Meinberg's Technical Support team is available directly by telephone or email. Meinberg's highly qualified developers and engineers develop and maintain our products to ensure that each of your products is supported for the lifetime of the system.

## Advanced Customer Support (ACS)

In addition to the standard technical support available during normal business hours, Meinberg also offers **Advanced Customer Support**, a premium technical support service that provides a rapid response when you need it—365 days a year, 24 hours a day.

During the ACS contract period, you are entitled to create up to three ACS technical support tickets per device. You will then receive a response from one of Meinberg's highly trained technical experts within the guaranteed maximum initial response time of 4 hours.

For non-critical issues, you can also submit tickets via our standard technical support service and save your ACS tickets for more critical cases.

## Volume Agreements

We also offer **Advance Customer Support Volume Agreements**. A Standard ACS Volume Agreement includes ten support tickets with a maximum initial response time of four hours. These contracts have a term of one year as standard. The tickets are not bound to any individual system and can be used for multiple Meinberg devices.

Either of these agreement types may be concluded with a different contract period and/or number of support tickets.

## Rapid Replacement Service (RRS)

The **Rapid Replacement Service** offers customers the possibility of reserving replacement devices so that devices can be replaced quickly as necessary.

The replacement devices will be of an identical configuration to the product in use and can either be stored on or near the customer's premises, or at one of Meinberg's facilities. You may register multiple devices with identical hardware for one replacement device.

This service includes a maximum of two replacements within a contract period of two years. In the event of a hardware system failure, the RRS guarantees that a replacement device will be shipped to you on the same day, provided that Meinberg receives your request on business days by 12:00 p.m. local time (CET/CEST).

## Warranty Extension

With the **Warranty Extension service**, Meinberg offers its customers the ability to upgrade the standard Meinberg warranty period of 3 years to a maximum of 10 years (3 years standard, +7 years extension). This is possible for any product manufactured within Meinberg's own production facilities.

# The Synchronization Experts.

A foremost innovator of the synchronization industry with longstanding roots in Bad Pyrmont, Germany, Meinberg is a family-owned company with over four decades of world-leading expertise in developing and manufacturing a range of high-end synchronization technology, including high-end PTP & NTP servers, receiver technology for satellite & radio synchronization signals, time code generators & readers, and an array of related accessories such as antennas, converters, and signal distribution systems.

With the Meinberg family of companies also encompassing our subsidiary Meinberg USA Inc. in Santa Rosa, California and embedded systems specialist Oregano Systems in Vienna, Austria, as well as a robust network of distribution & service partners in over 40 countries around the world, Meinberg's quality and expertise is never far away.

### International

[sales@meinberg.de](mailto:sales@meinberg.de)

+49 5281 9309-0

Meinberg Funkuhren GmbH & Co. KG  
Lange Wand 9  
31812 Bad Pyrmont, Germany

### United States of America

[sales@meinberg-usa.com](mailto:sales@meinberg-usa.com)

+1-877-PTP-1588

Meinberg USA Inc.  
100 Stony Point Road Suite 110  
Santa Rosa, CA 95401, USA