



SUPPORT YOU CAN RELY ON; FROM A NAME YOU CAN TRUST

Vizrt ProTek Support



JANUARY 2024



What's Covered

What is ProTek Support?

Which products are covered by ProTek?

ProTek Support Tiers

ProTek Elements Explained

ProTek Elements Explained

How does ProTek work?

What is ProTek Support?

Vizrt understands the importance of your production and we are here to ensure nothing lets you down when it matters most. Vizrt provides the very best in support, making sure your voice through video is always heard.

We're sure that you'll enjoy years of successful productions with your Vizrt live production system and accessories. Selecting ProTek for enhanced coverage is an effortless way to gain even more confidence and protection.

ProTek offers customers support over 2 tiers above the standard warranty:



ProTek
Prime



ProTek
Ultra

Which products are covered by ProTek?

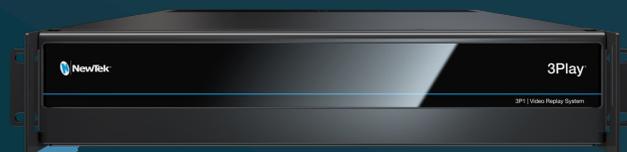
TriCaster® Products



Control Surfaces



3Play® Products



Network Remote Storage



Viz Connect Products



ProTek Support Offering and Tiers

ProTek is purchased Annually

There is a 30-day exception window to purchase following the 1-year hardware warranty for new purchases

IDs are required to gain access by product

ProTek is not available for Sparks or Cameras

Only ProTek Ultra is available for NRS

ProTek can only be purchased for up to 3 years

Network Remote Storage is not eligible for Advanced Exchange

SUPPORT ELEMENT	WARRANTY	PRIME	ULTRA
	Included	Optional	Optional
1 Year Hardware Warranty	✓	✓	✓
Email Support 24 x 5	✓	✓	✓
Software fixes & Critical Updates	✓	✓	✓
Access to the Vizrt, Inc. Knowledge Base	✓	✓	✓
Extended Hardware Warranty		✓	✓
Priority Hardware Repair		✓	✓
Chat Support 24 x 5		✓	✓
Remote Hardware Diagnostic Services		✓	✓
Vizrt, Inc. University classes		FREE	FREE
1-Hour Telephone Support 24 x 7			✓
Expedited 4-Hour Service Resolution Goal			✓
Priority Queue for Support Inquiries			✓
Advanced Hardware Replacement			✓

ProTek Elements Explained

Support Element	Warranty	Prime	Ultra
	Included	Optional	Optional
Initial Warranty Physical products are protected from defects in workmanship and materials, under normal use and conditions, for a period of one year for from the original invoice date. NewTek agrees, at its option during the warranty period, to repair any defect in material or workmanship or to replace product of equal value in exchange without charge. Such repair or replacement is subject to proper product registration, verification of the defect or malfunction and proof of purchase as confirmed by showing the model number on original dated sales receipt.	✓	✓	✓
Email Support, 24x5 Customers access Global Support via email. Support can be contacted by email cs@vizrt.com who operate 8am-5pm CST, CET and ICT.	✓	✓	✓
Software Fixes and Critical Updates Vizrt will provide software fixes and critical updates to ensure products continue to perform to the highest standards. Updates will be made available through the NewTek Downloads page.	✓	✓	✓
Access to the Vizrt Knowledge Base Unlimited access to the Vizrt Knowledge Base which contains hundreds of articles, how-to videos, and other valuable resources.	✓	✓	✓

ProTek Elements Explained

Support Element	Warranty	Prime	Ultra
	Included	Optional	Optional
Extended Warranty Extension of the initial hardware warranty during the ProTek covered period.		✓	✓
Priority Hardware Repair ProTek customers receive priority hardware repair.		✓	✓
Chat Support, 24x5 Customers access Global Support via chat. Product name, serial number and ProTek ID number is required for chat assistance. Chat support is provided 24 hours/day, 5 days per week. Target for response is within 48 hours of initial request.		✓	✓
Remote Hardware Diagnostic Service ProTek technician may offer a remote diagnostic session to assist in troubleshooting and diagnosis of your hardware issues. This service is provided on an as needed and scheduled basis.		✓	✓
Discount on Viz University Classes ProTek customers will received discount on all classes in the Viz University portfolio		Free	Free

ProTek Elements Explained

Support Element	Warranty	Prime	Ultra
	Included	Optional	Optional
1-Hour Emergency Telephone Support 24x7 Access ProTek Global Support 24x7 via telephone. Target response time is 1-hour from initial request. English language support. Product name, serial number and ProTek ID number is required for telephone assistance.			✓
Expedited 4-Hour Service Resolution Goal We will do our best to provide a resolution within four hours of your initial request.			✓
Priority Queue for Support Inquiries Expedited handling of all Ultra support inquiries			✓
Advanced Hardware Replacement Reduce downtime by receiving a factory-reconditioned replacement product in lieu of returning your initial product for repair. Advanced exchange saves you significant downtime. Advanced exchange is provided at NewTek's discretion.*			✓

*Network Remote Storage is not eligible for Advanced Exchange

How does ProTek work?



All programs run for a period of one year. To purchase additional years, simply increase the quantity of ProTek items on your purchase order.



ProTek is designed to provide coverage during the entire life of your NewTek product. Most customers purchase ProTek at the same time as the covered NewTek Product. If ProTek is purchased after registration of the NewTek product but within the initial warranty period, coverage must be backdated to match the product registration date.



If the warranty period has expired, there will be a reinstatement fee in order to provide ProTek coverage. Once in the ProTek program, you may upgrade or downgrade your services at the beginning of the next contract period.