Extended Software Subscription and Hardware Warranty

Kalkitech offers customers extended hardware and software plans that can help customers increase up time, extending product life plus it ensures accessibility to new software functionality including security patches. One and three-year extended care 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 rights 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 and recommendations for customers. Available for one or three years, it extends the standard software warranty beyond the initial year by one or three years. The Extended Software Subscription 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, and recommendations on any customer actions.

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 hardware that fails through general use. The standard hardware warranty for new Kalkitech 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 wherein an evaluation will be made to either repair or replace the product at Kalkitech's discretion. The customer will have responsibility for paying shipment of returned failed item to Kalkitech; Kalkitech will cover shipping costs to return the replaced or repaired product within the continental United States, Canada or India. The customer is responsible for any expedited shipping fees, shipment to locations outside those listed, as well as any duties, brokerage feels or similar charges that may be required to clear items through customs.

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 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.