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STREAMBOX EXTENDED SUPPORT

Streambox, Inc. warrants new hardware products against defects in material or workmanship for a period of 1-year following the date of shipment, and offers support for those products, hardware, and software for that period. Following that first year, Streambox offers three tiers of extended coverage; Gold, Silver, and Bronze, described below:

GOLD LEVEL SUPPORT

- **Free warranty repairs on hardware due to failure, including parts and labor (does not include shipping)**
- **Replacement parts when user-serviceable (does not include shipping)**
- **15% discount on Streambox Chroma software upgrades (such as 4:4:4/12-bit color, 16-channel audio)**
- **Free loaner Streambox hardware, as available, when covered hardware is in for repair (does not include shipping)**
- **Silver and Bronze Level Support items are included**

SILVER LEVEL SUPPORT

- **Security updates released for all Streambox products**
- **Email and Telephone Support**
- **Operation and Configuration assistance**
- **System failure diagnosis**
- **Software updates¹**
- **Waived RMA Processing Fee for all hardware repairs (\$620 value)**
- **Software re-imaging for hardware that requires it. (\$500 value)**
- **Bronze Level Support items are included**

BRONZE LEVEL SUPPORT

- **Access to your Streambox Chroma and Avenir products through our Remote Server (as long as your firewall and Chroma/Avenir settings permit)**
- **Access to latest updates, including feature releases.**
- **Required to using updated software on hardware units, starting with version Chroma.2023**

Restrictions

All hardware beyond 5 years is considered End Of Life and will not be supported or repaired. If support coverage has lapsed for more than 1 year, a 50% charge will be added to new contracts. All Streambox products owned by the customer must be covered, and must be covered at the same level, but the customer can change levels between contracts.

¹ Software updates for Streambox Chroma and Streambox Avenir products can be accessed through the Advanced Menu of the web control panel. Updates for Streambox Spectra software can be installed through the software's menus. Support may also provide additional updates for remedial purposes.

Limitations on Coverage

Streambox does not provide support resources under the following conditions:

- Products are out of contract and warranty
- Modifications to the product as a result of installation and/or use of third-party software not authorized by Streambox
- External causes such as accident, abuse, misuse, or problems with networking or electrical power
- Usage that is not in accordance with product instructions
- Problems caused by using parts, or components not supplied by Streambox or Servicing not authorized by Streambox
- Products with missing or altered serial numbers
- Products for which Streambox has not received payment
- Physical damage to the unit including damage caused by shipping

Returning Units for Repair

All shipments to Streambox must include a valid Streambox RMA number. To obtain an RMA for repair, contact Streambox Support between the hours of 9AM-4PM US Pacific Time. All shipments must be shipped via insured trackable shipping (e.g., FedEx, UPS, DHL) to Streambox.

International Customers: Please include a Pro forma invoice/packing list to be used as a Pro forma Invoice for Customs purposes. Please sign and date the form (when applicable) and include it with your shipment. The customer is required to pay any duties/taxes incurred at Customs for replacement or returned products. Customers pay any duties/taxes incurred at Customs when shipping directly to Streambox.