Jupiter Care™ for Processors

Products Covered

This limited warranty covers:

J-Series
Fusion Catalyst
PixelNet
Canvas

Jupiter Care covers Jupiter products purchased as systems, and extends to all of the products belonging and related to those product lines (hardware/software) purchased from Jupiter.

Standard Warranty

2 years — J-Series, Fusion Catalyst and PixelNet hardware
1 year — Canvas software

Program Highlights

The goal of Jupiter Care is to simplify and consolidate the hardware warranty, software support and updates into one maintenance agreement so as to provide an enhanced Service Level Agreement (SLA) at a great price.

- Jupiter standalone hardware products (J-Series, Fusion Catalyst and PixelNet) ship with 24 months of Jupiter Care, which includes both hardware warranty and software support & updates.
- Jupiter Canvas software product ships with 12 months of Jupiter Care, which includes software support & updates. Jupiter Care software maybe extended indefinitely as long the software is available for sale.
- Jupiter Care can be extended to cover a maximum period of 5 years after initial system purchase of the hardware.
- A discount is available if extended years of Jupiter Care (years 3, 4, and 5 for hardware products are purchased at time of initial system purchase. Software years 2, 3, 4, 5 + for software products at normal price.
- Jupiter Care guarantees advance replacement of faulty boards and parts within 48 hours of engagement of Jupiter tech support. Advance replacement of complete systems, if required, is guaranteed within one week.
- Prioritized tech support response times and escalations.

Benefits of Jupiter Care

Jupiter Care delivers the resources that help our clients protect and extend the value of their investment.

- **Software and Firmware Updates:** Get the latest updates, new features, on available solutions
- **Technical Support Access:** One-on-one support, on the phone and online
- **Stability:** Increase system performance and reduce downtime
- **Problem Resolution:** Full access to our technical resources and Jupiter experts
- **Communication:** Receive proactive notification about new software versions and patches
- **Responsiveness:** Prioritized advance replacement on faulty hardware with defined response time objectives

Out-Of-Program Support

Out-Of-Program support is offered for systems which do not qualify under the Jupiter Care program or whose owners have elected not to participate in the Jupiter Care Program.

Out-Of-Program support allows product owners to contact Jupiter Systems Technical Support to arrange for a Return Materials Authorization (RMA) for their Jupiter product via phone, web, or e-mail. Such owners are not entitled to Jupiter Care services, including remote diagnosis, software or firmware updates, or any other features of the Jupiter Care program.

Out-Of-Program systems returned to Jupiter under RMA will be repaired on a time and materials basis. All such systems will be subject to a flat fee of $500 for system diagnosis. A cost-to-repair estimate will be provided to the system owner and must be approved in writing before any repairs are performed. Such repairs are subject to both schedule and parts availability.

Support Options Compared

TYPE OF SUPPORT	JUPITER CARE	OUT-OF-PROGRAM
Incident Reporting with RMA	Yes	Yes
Software Firmware Support and Updates	Yes	Not available
Hardware Warranty Support	Yes	Not available
Phone / Email / Web Support	Yes	Not available
Prioritized Advance Replacement	Yes	Not available
Prioritized Response Time	Yes	Not available
Feature / Enhancement Requests	Yes	Not available

Disclaimer

Jupiter cannot guarantee that updates to Operating Systems, Canvas software, hardware, or hardware drivers will be fully compatible with all legacy systems. To ensure compatibility and avoid potential issues, please contact Jupiter Support for validation before performing any system upgrades or updates.

Performing hardware or software upgrades without prior consultation and validation from Jupiter Support may result in system instability or failure, and may void your Jupiter Care coverage

Contact Us

For more information on Jupiter Care or to get a quote, please contact your local Jupiter Regional Sales Manager or visit us online at jupiter.com/about/support. We're here to help you.

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