

Hardware Warranty and Software Product Support

Our goal is to provide warranty and product support for your Parraid products that meets or exceeds your expectations. We can offer a range of coverage to match your budget and support needs. If you require support beyond our standard offering, we can create a custom program to meet your unique requirements.

Hardware Warranty

This support warranties against product failure and original-delivery product defect; this includes hardware products, as well as, integrated third party components. Items determined to be faulty will be repaired, refurbished, or replaced by factory representatives; this includes items such as power supplies, disk drives, motherboards, data I/O modules, etc.

Three years of Hardware Warranty is included with the initial delivery of every new hardware item. Items replaced, repaired, or refurbished are covered for the remaining duration of the warranty period, or 90 days from the date they are returned, whichever is later.

Software Product Support

Software Product Support warranties against product failure and original-delivery software product defect. It includes telephone and e-mail assistance for applications, operational, and integration questions, including integration into non-Parraid delivered systems. This may include engineering assistance for specific database definition(s), operational programming and product behavior, stand-alone units and network systems, and to address specific use-case requirements. If needed, this support may include online and telephone assistance for completing a software re-build of Parraid delivered systems. Software Product Support also includes periodic software product updates, as they become available, throughout the Period of Performance.

One year of Product Support is included with the initial delivery of every new software item.

Extensions

Hardware warranty and software product support extensions are available for purchase covering current products. Extensions can be purchased in 12-month increments subsequent to the initial hardware or software product support period of performance. Extensions to hardware warranty and software product support will not be available for products that are deemed end-of-life.

Custom Programs

Parraid offers and provides customized support to meet the needs of product operators. This support considers quantity and type(s) of fielded systems as well as the commonality of mission databases and specific on-call or on-site support requirements. Custom Programs vary in duration and scope of coverage to meet specific needs of the customer.

Warranty & Product Support	Basic Warranty	Product Support
Duration of Coverage		
Coverage period with delivery	3 years	1 year
Level of Support		
Technical Diagnostic Support	✓	✓
Technical Integration Support	✗	✓
Technical Applications Support	✗	✓
Level of Access		
Customer Service	✓	✓
Factory Technicians	✓	✓
Factory and Field Engineers	✓	✓
Method and Speed of Access		
E-mail access anytime	✓	✓
Telephone access, Mon-Fri, 8am – 5pm ET excludes holidays	✓	✓
Rapid response typically less than one (1) business day	✓	✓
Electronic hardware and software update notification	✗	✓
Enhancement Support		
Customer requested enhancements*	✗	✓
Shipping Responsibility		
Customer to Parraid Products	Customer	Customer
Parraid Products to US Location	Ground	Expedited
Parraid Products to International Location	Economy	Economy

* May be made available to customers under Product Support maintenance agreements at Parraid's discretion – dependent on coverage, level of effort, and use-case.