

**Overview of Bus-Tech Warranty and Available Maintenance Plans (MDL, zDASD)**

The **Bus-Tech On-Site Maintenance Plan**<sup>④</sup> provides coverage for your Bus-Tech hardware and software products, telephone access to customer support engineers 7 days a week, 24 hours a day, and on-site defective parts replacement within 4 or 24 hours, depending on the geographic location of the equipment (please see the [specific plan](#) for details). Defective hardware will be repaired or replaced, at the option of Bus-Tech. On-site Maintenance coverage is available in multiple one year increments at the time of initial purchase and renewable on an annual basis thereafter.

The **Bus-Tech Standard Maintenance Plan** provides coverage for your Bus-Tech hardware and software products. Standard support provides telephone access to customer support engineers 7 days a week, 24 hours a day. Defective hardware will be repaired or replaced, at the option of Bus-Tech, the next-business day<sup>① ③</sup> (please see the [specific plan](#) for delivery times). Standard Maintenance coverage is available in multiple one year increments at the time of initial purchase and renewable on an annual basis thereafter.

The **Bus-Tech Product Warranty** includes **Bus-Tech Standard Maintenance** for one (1) year from the date of purchase. Defective hardware will be repaired or replaced, at the option of Bus-Tech, the next business day<sup>① ③</sup> (please see the [specific plan](#) on delivery times).

**Out of warranty products not covered by a Maintenance Contract** will not be supported by Bus-Tech. Bus-Tech is under no obligation to replace failing hardware, firmware or software, for any piece of equipment that is out of warranty or not covered by a **Current Maintenance Agreement**. Customers who have equipment where the warranty has lapsed will be required to renew their warranty beginning on the date of the lapse in order to be covered.

**Maintenance Plan Availability by Product**

Product Type	On-Site Maintenance Plan	Standard Maintenance Plan	Warranty
MDL - Mainframe Data Library	Phone Support: High Sev <sup>⑤</sup> - 24 x 7 x 365 Low Sev <sup>⑤</sup> - Business hours <sup>②</sup> Parts replacement in 4 or 24 hours <sup>④</sup>	Phone Support: High Sev <sup>⑤</sup> - 24 x 7 x 365 Low Sev <sup>⑤</sup> - Business hours <sup>②</sup> Parts: Next business day <sup>③</sup>	One year Standard Maintenance (hardware and software)
zDASD	Phone Support: High Sev <sup>⑤</sup> - 24 x 7 x 365 Low Sev <sup>⑤</sup> - Business hours <sup>②</sup> Parts replacement in 4 or 24 hours <sup>④</sup>	Phone Support: High Sev <sup>⑤</sup> - 24 x 7 x 365 Low Sev <sup>⑤</sup> - Business hours <sup>②</sup> Parts: Next business day <sup>③</sup>	One year Standard Maintenance (hardware and software)

**Notes:**

- ① Normal business days are Monday through Friday, excluding US public holidays.
- ② Normal business hours are 8:30 AM to 5:00 PM US Eastern time, Monday through Friday, excluding US public holidays. A Bus-Tech Authorized Service Partner, with first call local language and time zone capabilities, may be available in your area. Please ask your Bus-Tech Representative.
- ③ Next business day delivery services are available in the continental U.S. and Canada. Parts shipment must be processed by 3:00 PM US Eastern time for next business day delivery. Delivery times are not guaranteed.
- ④ This service is available in selected cities in the US, Canada, Latin America and Europe. Ask your Bus-Tech Representative for details of services available to your location.
- ⑤ Bus-Tech support engineers are available at our offices during the normal business hours<sup>②</sup> of Bus-Tech to provide maintenance support for incidents of any severity. After normal business hours<sup>②</sup>, Bus-Tech support engineers prioritize efforts to address high severity<sup>⑤</sup> incidents which impact customer operations.



## **On-Site Maintenance Plan**

- Bus-Tech support engineers are available 24 hours a day, 7 days a week to support our customers with maintenance of both hardware and software components of our products. Bus-Tech support engineers will require customer assistance and cooperation during the diagnostic evaluation process. Bus-Tech will perform a variety of tests to insure that the source and cause of the problem is accurately determined and resolved.
- Bus-Tech support engineers are available at our offices during the normal business hours<sup>2</sup> of Bus-Tech to provide maintenance support for incidents of any severity. After normal business hours<sup>2</sup>, Bus-Tech support engineers prioritize efforts to address high severity<sup>3</sup> incidents which impact customer operations.
- A Bus-Tech Authorized Service Partner, with first call local language and time zone capabilities, may be available in your area. Please ask your Bus-Tech Representative.
- Bus-Tech is not responsible for software, firmware or hardware that was not purchased from or developed by Bus-Tech.
- Upon diagnosis of a failing part by Bus-Tech support engineers, a service technician will be dispatched to the customer site to replace or repair the failing part and run diagnostics to verify that the problem has been resolved. The service engineer will arrive on the customer premises with the replacement part within 4 hours from the time of dispatch<sup>4</sup>. In geographic areas where 4-hour support is not available, the service technician will arrive within 24 hours from the time of dispatch<sup>4</sup>.

## **Standard Maintenance Plan**

The Standard Maintenance Plan contains all of the features listed above in the On-Site Maintenance Plan, except the handling of parts repair or replacement. The Standard Maintenance Plan provides the following:

- Bus-Tech support engineers are available 24 hours a day, 7 days a week to support our customers with maintenance of both hardware and software components of our products. Bus-Tech support engineers will require customer assistance and cooperation during the diagnostic evaluation process. Bus-Tech will perform a variety of tests to insure that the source and cause of the problem is accurately determined and resolved.
- Bus-Tech support engineers are available at our offices during the normal business hours<sup>2</sup> of Bus-Tech to provide maintenance support for incidents of any severity. After normal business hours<sup>2</sup>, Bus-Tech support engineers prioritize efforts to address high severity<sup>3</sup> incidents which impact customer operations.
- A Bus-Tech Authorized Service Partner, with first call local language capabilities, may be available in your area. Please ask your Bus-Tech Representative.
- Bus-Tech will initiate the shipment of replacement parts when the Bus-Tech support engineer determines a part or unit is not operational, based on analysis performed during the diagnostic evaluation. Requests to ship the replacement part must be processed before 3:00 PM US Eastern time for delivery the next business day <sup>1</sup><sup>3</sup> delivery. Bus-Tech cannot guarantee specific delivery times.
- Bus-Tech will make a '*reasonable commercial effort*' to honor requests for emergency shipment of replacement parts. Bus-Tech will provide this service when the unit has failed and is not operational. Bus-Tech cannot guarantee specific delivery times. The customer is responsible for shipping and handling charges for emergency shipments.
- Defective or replacement parts provided under the maintenance agreement or within the warranty period must be returned to Bus-Tech within ten (10) business days. Failure to do so may result in Bus-Tech issuing an invoice for the replacement part at list price.
- Bus-Tech is not responsible for software, firmware or hardware that was not purchased from or developed by Bus-Tech.
- If a charge is associated with performing a service, a major credit card (Master Card, VISA or American Express) is required prior to service being rendered.



**Product Warranty**

Product Warranty provides one year of Standard Maintenance from the date of initial installation. See Standard Maintenance Plan description for details.

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- ❸ Next business day delivery services are available in the continental U.S. and Canada. Parts shipment must be processed by 3:00 PM US Eastern time for next business day delivery. Delivery times are not guaranteed.
- ❹ This service is available in selected cities in the US, Canada, Latin America and Europe. Ask your Bus-Tech Representative for details of services available to your location.
- ❺ High severity problems include Severity 1 (severe customer impact, customer cannot perform normal job function) and Severity 2 (major functionality lost, customer performance of job function is degraded). Low severity problems include Severity 3 (Customer productivity effected, problem must be fixed) and Severity 4 (no customer business impact). The customer is responsible to identify the severity of reported incidents.

**Maintenance Plans Summary**

<b>TELEPHONE SUPPORT</b>	<b>On-Site Maintenance Plan</b>	<b>Standard Maintenance Plan</b>	<b>Warranty</b>
Weekdays – Inside Normal Business Hours❷	No Charge	No Charge	No Charge
Weekdays - Outside Normal Business Hours❷	No Charge	No Charge	No Charge
Weekends and Holidays	No Charge	No Charge	No Charge
<b>PARTS REPLACEMENT or REPAIR</b>	<b>On-Site Maintenance Plan</b>	<b>Standard Maintenance Plan</b>	<b>Warranty</b>
Normal Parts Delivery	Delivered within 4 or 24 hours❹ by Technician No Charge	Next Business Day Parts Shipment ❶❸ No Charge	Next Business Day Parts Shipment ❶❸ No Charge
Parts Replaced by:	BTI Dispatched Technician	Customer	Customer
Parts Return	By BTI Technician	Within 10 days by Customer	Within 10 days by Customer

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- ❹ This service is available in selected cities in the US, Canada, Latin America and Europe. Ask your Bus-Tech Representative for details of services available to your location.



**Other Information:**

- The Maintenance and Support rates are based on US dollars (\$ or USD).
- A 'reasonable commercial effort' will be made to deliver replacement parts on a 'next business day' basis.
- Additional services are available upon request. Ask your Bus-Tech representative for details.

**Contact Information**

For further information regarding the Bus-Tech Maintenance Plans, please contact Bus-Tech at:

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Bus-Tech is an ISO 9001 registered company, certificate number FS30344.

