

DCP – Dallmeier Care Products

Dallmeier Care Products (DCP) comprise software maintenance products as well as warranty extensions and are offered for all SMAVIA appliances.

The warranty (without HDDs) can be adapted to individual requirements for each appliance and extended to a total of up to 5 years. There are options for 36, 48 and 60 months.

The maintenance license for the software SMAVIA Recording Server can be extended repeatedly for 12 months.

In addition, the extension packages (36/48/60 months) combine an extension of warranty (without HDDs) with an extension of the maintenance license.

Always observe the specifications of each appliance for more information on prices and extension options.

Features

- For SMAVIA hardware and software
- Extended security by extending the warranty to up to 5 years
- Simple and predictable budgeting of the software maintenance without unforeseeable costs
- New features and improvements integrable immediately after release
- Compatibility of the various system components ensured at all times

Warranty

Basically, each appliance is delivered with the warranty period laid down in the Terms and Conditions (without HDDs).

The duration of warranty begins, as specified in the Terms and Conditions, with the transfer of risk (acceptance).

An extension of warranty can be realised ex factory or subsequently, but only within the warranty period (no new warranty after expiration of warranty).

Maintenance

A maintenance license of 12 or 24 months for the integrated software SMAVIA Recording Server is included in the scope of delivery. During this period, the implementation of all updates and upgrades is permitted, as well as phone support (except installation support). After expiration of the license, support will continue to be offered via e-mail.

The duration of the maintenance license starts from an operating time of the appliance of 480 hours (20 days). The counter of operating hours is set to zero prior to shipment. Due to the 20 days buffer no disadvantages arise for the customer regarding:

- Storage times
- Test on site
- Pre-configuration
- Presentation

An extension of the maintenance license can be realised ex factory or subsequently, even after expiration of the license.

Conditions

Maintenance only in case of continuous licensing

Continuous licensing of the appliance is always required for the maintenance. The occasional purchase of a license not entitles to perform a maintenance. If an appliance is to be maintained in its third year, it has to be equipped with the maintenance licenses for the years one (free basic license), two (1st maintenance license) and three (2nd maintenance license). Outstanding maintenance licenses can also be purchased subsequently.

Maintenance date

Not the current date, but the date of the update or upgrade is decisive for the permission to perform a maintenance. An appliance with licenses for the first two years can also be updated in the third year, when the update was released before the expiration of the license for the second year.

Maintenance information

The duration of the maintenance license is displayed in the software info dialog and can be retrieved over the network (PService).