








## HARDWARE ANNUAL SUPPORT

### Ensure Your Encoder's Longevity with AI-Media Annual Support

Maximize the performance and reliability of your AI-Media hardware encoders with our comprehensive Annual Support plan. Designed to protect your investment beyond the first year, our Annual Support plan provides peace of mind with capped repair costs, ongoing technical assistance, and continuous firmware updates.






### Benefits of Annual Support:

-  **Technical Support and Upgrades**  
Receive 24/7 technical support to keep your encoder running optimally.
-  **New Features & Functions**  
Access to all the latest features and functions with regular firmware releases.
-  **Secure & Protect**  
Keep your encoder secure with security updates to prevent the latest cyber security threats.
-  **Limit Repair Costs**  
Enjoy free repair in Year 1 and capped repair costs through Year 5 of ownership.
-  **Replacement Encoder**  
If your Encoder cannot be repaired, free replacement in Year 1 and discount on new Encoder in Years 2 – 5.
-  **Consistent Coverage for Continuous Peace of Mind**  
Enjoy uninterrupted support and access to all upgrades by maintaining your annual support plan every year.
-  **Rate Lock Advantage**  
Secure your support rate by purchasing multiple years in advance - benefit from consistent pricing and uninterrupted coverage without any surprises.

### Lock in Your Support Plan

Contact your regional Customer Support Team

-  EMEA / UK: [emea-customer.success@ai-media.tv](mailto:emea-customer.success@ai-media.tv)
-  AMERICAS: [customer.success@ai-media.tv](mailto:customer.success@ai-media.tv)
-  APAC: [success.apac@ai-media.tv](mailto:success.apac@ai-media.tv)



### Enroll in Annual Support Today

To ensure long-term reliability and performance for your broadcasting