

# Introduction to the Warranty and Support Process: APAC

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Thank you for choosing Ai-Media to assist with your captioning needs. This information sheet outlines the process for our Warranty and Support services for encoders.

## 1 INTRODUCTION

This section is provided as a guide only. The legally binding Global Terms may be found on our public website [here](https://www.ai-media.tv/global-terms/) (<https://www.ai-media.tv/global-terms/>). Nothing in this guide affects the operation of Global Terms.

These Global Terms will be superseded in the event that the parties enter into a Master Services Agreement in respect of the products and/or services provided. To avoid doubt and only to the extent applicable, these terms remain subject to relevant consumer law and regulations (if any).

### 1.1 Physical Encoders - Warranty and Support (Year 1)

- This first year is referred to as Warranty and Support. The Warranty and Support start date begins on the date that the physical encoder is shipped from Ai-Media facility.
- For eligible hardware repairs, Warranty includes the repair of the physical hardware and return shipping, at no cost to the Customer.
- The Warranty includes technical support, as well as firmware upgrades and updates.

### 1.2 Physical Encoders – Annual Support (Year 2 and after)

- During these subsequent years of ownership, services are referred to as 'Annual Support.'
- 'Annual Support' commences with payment confirmation of the subsequent year 'Annual Support' and subsequent years commence on the first calendar day after the completion of the completed 'Warranty' or previously purchased 'Annual Support'
- Support encompasses eligible repairs of physical hardware at a 'capped' price<sup>1</sup>, firmware upgrades and technical support.

### 1.3 Virtual and Cloud-based Encoders - Annual Support

- Annual Support commences on:
  - Year 1: the date of the delivery of the virtual subscription
  - Years 2 and after: with payment confirmation of the subsequent year 'Annual Support' and subsequent years commence on the first calendar day after the completion of the previously purchased 'Annual Support'
- Annual Support encompasses software upgrades and updates, as well as technical support.

## 2 CONTACTING AI-MEDIA FOR WARRANTY AND ANNUAL SUPPORT

### BY TELEPHONE (recommended for 'emergency support')

- Contact the Support Team at: +1 516 293 7472, and then select Option 4 for Technical Support. NOTE: The Support Team is US-based, and use of the support number is charged by your telephone provider at standard international rates.

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<sup>1</sup> The 'capped' repair price is only valid for year 2-5 inclusive. A Quote will be provided, not to exceed the 'capped price,' and payment required prior to commencement of repair services. At and beyond Year six (6) of ownership, hardware repairs are uncapped.

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### BY EMAIL (recommended for 'routine support')

- Send an email to [eeg.support@ai-media.tv](mailto:eeg.support@ai-media.tv)
- Include the following information:
  1. Contact information: Full name, email address, telephone number
  2. Physical Encoder: Serial number(s) of physical encoders
  3. Virtual Encoder: Name of the virtual encoder and the 'EEG Cloud Account' email address
  4. Description of support / service requested
  5. Indicate if loan equipment required

### VIA THE AI-MEDIA HELP CENTER (best for product update and upgrade requests)

- Navigate to our Ai-Media Help Center at: <https://customersupport.ai-media.tv>. Follow the onscreen navigation to complete a 'Product Update Request Form' or click [here](#) to access the Form directly.

### RETURNING ENCODERS FOR REPAIR:

- Reference [APPENDIX: SHIPPING PROCEDURES](#)

## 3 ANNUAL SUPPORT RENEWAL PROCESS

- Support must be purchased in 1-year increments to continue support services on the encoder following the first year of ownership.
- Approximately 60 to 90 -days prior to the end of the Warranty or Annual Support period, Ai-Media will provide an invoice detailing the cost to commence / continue Annual Support.
- To purchase multiple years of support (i.e., purchase in advance for outlying years at the current price), contact your Sales representative.
- Following receipt of payment, Annual Support will commence / continue.

## 4 FREQUENTLY ASKED QUESTIONS (FAQS)

- QUESTION: After my first year of ownership, can I get a firmware or software upgrade if I have not purchased Annual Support?

ANSWER: An active Annual Support contract is required for firmware and software upgrades. If you do not have an active Annual Support contract, contact the Customer Support Team or your Region-based Customer Success Team to request a Quote and Invoice for Annual Support. Note that if Annual Support has not been purchased for the current year and/or previous years, back pay may be required for all non-supported years. Once proof of payment of the Invoice is received, the firmware or software upgrade request will progress.

- QUESTION: My hardware needs repaired, and I do not have an active Warranty or Annual Support contract. How much will it cost to repair?

ANSWER: Ad-hoc repairs are not processed by Ai-Media. An active Warranty or Annual Support contract is required for all hardware encoder repairs.

Contact the Customer Support Team or your Region-based Customer Success Team to request a Quote and Invoice for Annual Support. Note that if Annual Support has not been purchased for the current year and/or previous years, back pay may be required for all non-supported years. Once proof of payment of the Invoice is received, the Ai-Media Customer Support Team will work with you to initiate the return of equipment to an Ai-Media facility for repair.

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Encoders in Warranty are repaired at no cost to the Customer.

Encoders in Annual Support (Years 2 to 5) are capped at \$1200 USD per repair instance.

Encoders in Annual Support (Years 6+) are invoiced at full cost of the repair.

- **QUESTION:** Do you offer loan equipment whilst my unit is away for repair?

**ANSWER:** Yes, loan equipment is available as part of Warranty and Annual Support. Ai-Media will work with you to determine the appropriate resolution.

## APPENDIX: SHIPPING PROCEDURES

- This section applies to physical encoders only.
- **Preferred Partner:** The preferred shipping partner for Ai-Media and EEG is [DHL](#).
- **Fees:**
  - Warranty Term: Ai-Media will pay all shipping, freight, customs and other logistics charges from the place of the hardware's initial delivery. Consult with Ai-Media prior to contacting the shipping company to confirm the optimal approach for payment.
  - Annual Support: All shipping, freight, customs and other logistics charges are paid by the Customer.
- **Organising Shipping:**
  - If Ai-Media is organising your shipping, you will receive the DHL tracking and Return Authorization (RA) numbers once the encoder has been scheduled for pick-up and/or delivery.
  - If you are organising your own shipping:
    - All Shipping must be by traceable means.
    - Ensure the name, address and phone number of the individual in your organisation managing the equipment repair is referenced.
    - Include the RA number on the shipping label.
- **Insurance:**
  - Warranty Term: All equipment is to be insured at the purchase price per unit.
  - Annual Support: All equipment is to be insured at 'fair value' per unit.
- **Return Address:** Unless otherwise stated, all equipment is returned to:

Ai-Media  
 Attn: < Return Authorisation (RA) Number>  
 Suite 302  
 9 Help St  
 Chatswood NSW 2067  
 Australia  
 Telephone Number: +61 2 8870 7722