

i-MO Annual Maintenance Agreement

i-MO Series *Bonding Routers*



i-MO

Annual Maintenance Agreement

for the i-MO Series Appliances

OptiBond™



Advanced Bandwidth
Technologies



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i-MO Annual Maintenance Agreement

Purchase of an i-MO Annual Maintenance Agreement is compulsory on first purchase of an i-MO Appliance. Subsequent renewal is optional. Start date for any such Agreement will be the date of delivery of the Appliance to the purchaser.

The Annual Maintenance Agreement provides the following benefits:

- Access to i-MO software updates and upgrades as released by EMS
- Access to technical support by e-mail (UK working hours)
- Access to online technical support resources
- Expedited repair or replacement of i-MO Appliance hardware

Technical Support

EMS Ltd provides www.ems-imo.com as a starting point for all technical assistance. Customers and partners can obtain documentation, troubleshooting tips, and sample configurations from online tools by using this Web Site. Registered users (requires a valid Annual Maintenance Agreement) have complete access to the technical support resources on the www.ems-imo.com web site plus access to the support ticketing system (e-mail to: imosupport@ems-uk.com).

Repair or Replacement of Defective Hardware

Failed or otherwise defective i-MO Appliances covered by a valid Annual Maintenance Agreement will be eligible for expedited repair or replacement (at our option).

- Appliances will only be accepted back where the client has requested and received an RMA (Return Authorisation) number from EMS Technical Support
- Unless otherwise requested units should be returned to EMS without accessories.
- Customer pays shipping charges for the defective unit to be shipped to the EMS repair facility.
- EMS will pay for the shipping charges for the unit back to the customer.
- Customer is responsible for the import of the replacement unit (if applicable).
- Customer is responsible for any applicable import taxes or duties (if applicable).
- A replacement unit (where provided) will be of at least equivalent specification to that of the inoperable unit.
- Replacement units (and in some circumstances also repairs) will be supplied in an unconfigured condition.
- Our target is to ship the repair or replacement within 2 working days of receipt of the inoperable unit. Specific delivery times cannot be guaranteed.
- For the day of receipt to count as "day 1" the inoperable unit must be received at the EMS repair facility by 12:00 noon local time.

Notes:

EMS shall have no obligation to support, repair or replace:

1. Altered, damaged or modified product or any portion of the product incorporated with or into other Software or Hardware;
2. Product problems caused by customer negligence or misuse or misapplication, use of product other than as specified in the user manual.
3. Product installation on any computer hardware that is not supported by EMS.