

WHEN YOU NEED PERFORMANCE ASSURANCE

COMPREHENSIVE SUPPORT AGREEMENT

When you need maximum uptime, reliable performance and stress-free maintenance, leverage Black Box's technical knowledge, skill sets and expertise. In addition to our standard award-winning Double Diamond™ warranty, Black Box offers a Service Level Agreement (SLA) program that provides enhanced critical technical support services through a combination of dedicated 24/7 telephone support, advance exchange part replacement, software updates/upgrades, technical product training, and dedicated application/support engineers for a single point of contact.

The Service Level Agreement (SLA) program also provide access to the Black Box Center of Excellence (CoE) and sales engineering teams for system optimization, configuration and operational best practices along with preventative maintenance and remote monitoring to ensure top system performance. We can also customize an agreement that addresses your specific priorities.

SUPPORT COMPARISON

	STANDARD	PLATINUM
24/7 Tier 1 technical support	•	•
Standard phone, chat and e-mail response times	•	•
Repair or replace equipment	•	•
Minor software/firmware updates	•	•
Online Black Box Academy product training		•
Enhanced 24/7 Tier 2 tech support		•
Dedicated tech support engineer		•
Single-point technical contact		•
Customer defined response time		•
Direct Center of Excellence support		•
System optimization, configuration and operational best practices		•
Advanced parts exchange		•
Next-day parts shipment		•
Major software/firmware upgrades		•
Onsite product training and technical support		•
Available preventative maintenance and remote monitoring		•

24/7 REMOTE TECHNICAL SUPPORT

Black Box technical support engineers are available 24/7 by phone, chat and e-mail. For mission-critical support, opt for a PLATINUM-level agreement with a dedicated tech support engineer and a direct phone number and email address.

ONSITE SUPPORT

With PLATINUM-level support, if you're having problems that can't be resolved remotely, we'll dispatch a technical support engineer to your location to diagnose and resolve the problem.

TRAINING

Obtain access to online training at the Black Box Academy and onsite product training with a PLATINUM-level agreement.

SOFTWARE/FIRMWARE UPDATES

STANDARD support includes software/firmware updates for minor feature enhancements and bug fixes. The PLATINUM-level agreement includes major releases of software/firmware for new or enhanced features.

HARDWARE REPAIR/PART EXCHANGE

With STANDARD support, we'll repair or replace equipment within one week of receiving your failed product. With the PLATINUM-level agreement, we offer an Advanced Part Exchange where we'll ship your replacement part the next day even before we receive your returned product. If necessary, we'll dispatch a field engineer for onsite replacement.

OPTIMIZATION AND PREVENTATIVE SERVICES

The PLATINUM-level agreement includes remote and annual onsite visits for system performance checks, software/firmware updates and review of operational best practices to ensure top system performance.