



CSS Calnex Support Service

Reduce risk, maximize your investment

If your organization has, or is about to, make a major investment in a Sentry, it is imperative that you make the most of your new product. That's why we recommend that our customers protect their investment with the Calnex Support Service.

Multi-year contracts

Sentry comes with a standard 12 month CSS. Following the initial CSS period, and recognising we operate in an ever-changing environment, we recommend customers purchase one of our CSS packages to protect their investment. Choosing an extended CSS package at the time of purchase is the most cost effective, provides uninterrupted coverage, and maximizes your investment.

We will also provide a CSS quotation to you prior to the expiration date of your support contract to ensure a seamless and hassle-free process.

Benefits

- Priority access to our Technical Support Team
- Access to the Latest Software releases for your devices
- Hardware warranty

Unlimited, prioritized technical support

Contact us through your local Calnex representative, the Calnex Support Portal or using e-mail. Our technical support team – including synchronization standards contributors and product experts with decades of experience – will respond within 1 working day.

Hardware warranty

Ensuring your Sentry is protected with a support contract is the most effective way to avoid costly repair bills and assures priority response to your instrument in the event repairs are required. One-off repairs represent a high comparative cost, and the logistics involved in generating quotations, processing orders and arranging returns for unsupported equipment will increase downtime in testing. With CSS, no additional charges will apply.

	With CSS ¹	No CSS
Hardware Warranty	Free repair for hardware failure due to materials or workmanship	No
Software Warranty	Yes	No
Software Updates	Yes	No
Technical Support	Unlimited, prioritized support	Reasonable effort

Contact Information

Calnex Representative Contact details for your regional Calnex representative are available on the Calnex website

Website <https://www.calnexsol.com>

Calnex Support Portal <https://calnex-support.com>

Email

support.americas@calnexsol.com	support.emea@calnexsol.com	support.india@calnexsol.com
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¹ Detailed terms and conditions for CSS can be found in the Calnex Support Service Agreement on the Support page of the Calnex website: <https://www.calnexsol.com/support>