



CSS Calnex Support Service

Paragon-neo, Paragon-X

Reduce risk, maximise your investment

If your organization has, or is about to, make a major investment in a Paragon instrument, 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.

Benefits

- Priority access to our Technical Support Team
- Maximum productivity and enhanced functionality with the latest updates
- Access to the latest standard test scenarios
- Hardware and software warranty

Multi-year contracts

All Calnex products come with 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.

Unlimited, prioritized technical support

Contact us through your local Calnex representative, the Calnex Service Desk portal, using e-mail or phone. Our technical support team – including standards contributors and product experts with decades of experience – will respond within 24 hours.

Software updates

Keep your Paragon software up to date. Each software release comes packed with enhancements and new functionality to help you get the most out of your Paragon. From greater performance and more features, to keeping you aligned with the latest ITU-T and IEEE test metrics, CSS will boost your productivity and ensure the operation of your devices and systems are always compliant with evolving industry standards. In short, CSS keeps you at the leading edge.

Always up to date, at no additional charge

When you order CSS for your Calnex Paragon, you get every software release and supporting documentation for the term of your contract at no extra charge. As soon as Calnex releases a software update, you'll be notified automatically via e-mail, and each new software release is immediately available on the Calnex Support Portal.

Hardware warranty

Ensuring your Paragon 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	Free software updates for critical bug fixes	No
Software Updates	Free software updates as they are released	No
Technical Support	Unlimited, prioritized support	Reasonable effort

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>