



CSS Calnex Support Service

Sentinel

Reduce risk, maximize your investment

If your organization has, or is about to, make a major investment in a Sentinel, 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
- Access to the latest standard test scenarios
- Hardware warranty

Multi-year contracts

Sentinel comes with a standard 12 month Support Service. Following the initial 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 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 Sentinel is protected with a support contract is the most effective way to avoid costly repair bills and assures the highest 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.

Note: The battery in your Sentinel unit will be covered by Hardware Warranty for a maximum of 3 years from initial purchase of the Sentinel.

	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	Yes
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>