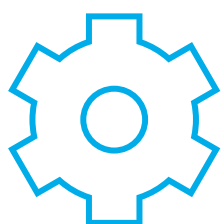


Professional Services



Adder Technology provides a wide range of Professional Services to cater for any solution. Whether it's advanced technical training, expert guidance on designing and commissioning an installation or simply the need to ensure your warranty covers you well into the future, we've got you covered.

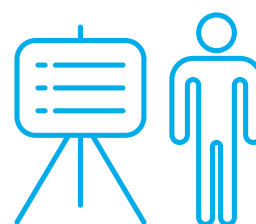
To find out more, visit [adder.com/ProServ](https://www.adder.com/ProServ)



Deliver

Design Support and Commissioning

Reduce commissioning time with Adder's on-site engineering services. Our experts will visit your site to ensure that your high performance KVM solution is configured and optimized to fit your application and needs. Adder can also help with system pre-configuration, API integration support, design services and more.



Train

Giving Users Absolute Confidence

Maximize system performance by equipping engineers and administrators with the knowledge and tools they need to administer, expand and support your KVM network. Adder's expert engineers can train your team on-site or at an Adder training location.

3-5 YEAR

Enhanced
Warranty



Assure

Enhanced Warranties

All Adder products come with a standard 2 year return to base warranty, which can be extended up to a total of 5 years. You can purchase an enhanced warranty for new installations or existing devices already in use.

Elite Service Only



Assist

Expert Support, Anytime, Anywhere

Adder's Elite Service gives you the peace of mind of having an Adder specialist support engineer by your side, day and night. The service includes 24/7 access to our tech support team, advanced hardware replacement, feature firmware update alerts and priority assistance.

Professional Services

Elite Service

Take advantage of everything our Enhanced Warranty offers plus a whole lot more. We have expanded our portfolio of services to include global 24/7 support, priority call back, remote access and advanced hardware replacement.

To find out more, visit adder.com/ProServ/Elite

Global 24/7 Support

Adder technical support available to Elite customers 24hrs a day, 7 days a week.

Guaranteed Engineer Call Back <4 Hrs*

Once alerted, an Adder engineer will call you back in 4 hours or less outside of business hours.

Remote Access Support

Adder technical engineers can offer remote support assistance.

Prioritized Support

Support requests receive priority callback.

Advanced Product Updates

Regular email updates on new products, firmware releases and new services, free of charge during the support contract period.

Advanced Hardware Replacement

Replacement products shipped within one business day of fault confirmation.

	Standard Warranty	Enhanced Warranty	Elite Service
Local 'Business Hours' Support	✓	✓	✓
Global 24/7 Telephone Support*	—	—	✓
Remote Access Support	✓	✓	✓
Prioritized Support	—	—	✓
Option to Extend Warranty up to 5 Years	—	✓	✓
2 Year RTB Warranty On All Products	✓	✓	✓
Rapid Repair (<5 Day Turnaround)	—	✓	—
Advanced Hardware Replacement	—	—	✓

*Engineer Call Back within 4 Hours

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