



Hardware Maintenance Agreement (HMA)

ChyronHego's Hardware Maintenance Agreement (HMA) provides for the exchange or replacement (at ChyronHego's option) of hardware components that fail under normal operating conditions in the covered system during the coverage period as described below.

- **What hardware is covered?** The HMA applies to a single covered system and most ChyronHego-supplied peripherals, including the chassis, video cards, motherboards, processors, frame buffers, internal clip player, memory, power supply, disk drives, DVD/CD-Rom, drive bay and one standard keyboard. The HMA does NOT apply to any software, software media, documentation or third party components.
- **What services are provided?** For exchanges covered by the HMA (except where stock is unavailable), ChyronHego will provide, at its option, an exchange or replacement (i) the next business day (USA only) for critical failures preventing an on-air broadcast system from being available, and (ii) within one week for all other failures. For next business day service (USA only), ChyronHego's shipping department must receive the completed order by 4pm EST, Monday - Friday. Expedited emergency service outside of normal business hours, this includes weekends and holidays, is available for a \$500 handling fee.
 - In exceptional cases, where exchange parts cannot resolve the problem, ChyronHego may request that the covered system be returned to the factory for repair. Please note that the HMA does NOT provide any on-site service or any system freight charges. Replacement components that are provided may be either new or factory refurbished. ChyronHego covers the shipping costs for replacement parts (limit 150lbs); however, the customer is responsible for the cost of alternate/priority courier service requests, and the return of complete systems.
 - If the customer's shipping case is deemed unsafe for shipment ChyronHego will return the system in ChyronHego supplied packaging. The customer will be responsible for the return shipment costs of their own equipment container and/or case.
- **How is service requested?** ChyronHego's Product Support Engineers are available for technical telephone support during the hours of 8:00am – 8:00pm EST as well as for emergency telephone support 24 hours a day 7 days a week. To obtain service, contact ChyronHego Melville (USA) at +1(631) 845-2132 or +1-888-4-Chyron or by email: support@chyronhego.com. ChyronHego EMEA (UK) at +44 (0) 208 996 9933 or by email: emea@chyronhego.com. Also available at our website is the ability to open a support case online, please go to http://chyronhego.com/support/online_helpdesk and follow the instructions. The serial number of the unit and/or the HMA contract number is required when requesting support. Provided that the defective component is promptly returned to ChyronHego in the manner provided by Product Support at the time of service, no charge will apply for covered replacement components.
 - While ChyronHego will make every effort to safeguard data during installation, upgrade and support service, we are not responsible for backing up data. Before a ChyronHego representative is contacted for service, installation or upgrades to your equipment please backup all hard disks and all data. This activity should be performed on a regular basis as well. ChyronHego is not responsible for any loss of data.
- **When does the HMA apply?** The HMA applies only to failures caused by wear and tear under normal operating conditions. It does not apply to damages caused by spilled beverages, poor packaging, dropped or mishandling of system, installation of non-ChyronHego components, customer or third party modifications, improper repairs, extreme environmental conditions, electrical failures, or negligence as determined solely by ChyronHego.
- **How long is the HMA valid?** An HMA is valid for a period of one year. Each new system includes a one year hardware warranty which begins upon shipment from ChyronHego. For HMA's purchased with a new system the HMA coverage period begins the day after the initial hardware warranty expires (except as specified otherwise). The coverage period for HMA renewals begins one day after the initial hardware warranty expires and ends one year later (except as specified otherwise). The system must be in good working order prior to the activation of the HMA or additional charges will apply.



Software Maintenance Agreement (SMA)

ChyronHego's Software Maintenance Agreement (SMA) provides the latest software release during the coverage period for a single covered system, excluding any third party software. Additional support benefits described below.

- **How are updates acquired?** Software updates are available for download from the ChyronHego website <http://www.chyronhego.com/support/downloads>. A valid username and password are required to access this area of the website. The internal dongle may need to be reprogrammed, please contact ChyronHego's Product Support for assistance, numbers provided below.
- **Is documentation provided?** Documentation is provided in the form of a release note which is available for download from the ChyronHego website <http://www.chyronhego.com/support/downloads>.
- **Will updated software work with my system?** Software updates are targeted for customers operating current hardware configurations. Customers with older systems may not be able to use any or all of the latest software functionality without hardware upgrades that are sold separately. Upgrades to operating systems are not included as part of the SMA.
- **How is service requested?** ChyronHego's Product Support Engineers are available for technical telephone support during the hours of 8:00am – 8:00pm EST as well as for emergency telephone support 24 hours a day 7 days a week. To obtain service, contact ChyronHego Melville (USA) at +1(631) 845-2132 or +1-888-4-Chyron or by email: support@chyronhego.com. ChyronHego EMEA (UK) at +44 (0) 208 996 9933 or by email: emea@chyronhego.com. SMA's also provide for the replacement of damaged media (not more than once per year). Also available at our website is the ability to open a support case online, please go to http://chyronhego.com/support/online_helpdesk and follow the instructions. The serial number of the unit and/or the SMA contract number will be required.
 - While ChyronHego will make every effort to safeguard data during installation, upgrade and support service, we are not responsible for backing up data. Before a ChyronHego representative is contacted for service, installation or upgrades to your equipment please backup all hard disks and all data. This activity should be performed on a regular basis as well. ChyronHego is not responsible for any loss of data.
- **How long is the SMA valid?** An SMA is valid for a period of one year. New systems (excluding the Lyric Plug-in software) include a one year SMA which begins upon shipment from ChyronHego. The coverage period for SMA's purchased with a new system begins the day after the initial one year SMA expires (except as specified otherwise). The coverage period for SMA renewals begins one day after the initial one year SMA expires and ends one year later (except as specified otherwise).

ChyronHego reserves the right to periodically release software as products develop.