

Portcullis Systems Support and Maintenance Policy

for the

Portcullis Systems Appliances



May 2009

At Portcullis Systems, we believe support is critical to the long-term relationships we build with our customers. We understand that our products may be critical components within your infrastructure. Therefore, we provide around-the-clock call center support with guaranteed callback within one hour. Support requests can be made through our website, via email or by calling our support hotlines in North America or Europe. Our technical support team is staffed by well-trained, seasoned professionals with years of experience. We also provide a knowledge base and full product documentation that is accessible from our website. Our mission is to provide our customers with exceptional support and resolve issues thoroughly and as quickly as possible.

Portcullis Systems Support and Maintenance Policies

Overview

Portcullis Systems Inc. provides a variety of support services for the Portcullis Systems family of security appliances. In order to support these services, we operate a call center available 24 x 7 x 365 to provide the levels of service our customers need in their environments.

All support contracts will include:

1. Extended Hardware Warranty
2. Advance Replacement Service or Onsite Hardware Support services
3. Software Support (this may be limited on certain product lines)

Support is offered via the following methods:

Telephone Support

Telephone Support with a Portcullis Systems technician is available to customers 24 hours a day, 7 days a week, 365 days a year

All calls not answered by a technician will go to an automated voice mail system. All voice mail is delivered to all Portcullis Systems technicians via email and will be answered within 1 hour.

The phone #'s for Portcullis Systems Technical Support are:

North America (Direct) - +1 (781) 996-4921
North America (Auto Attendant) - +1 (781) 996-4900 x 104
International - +44 (0)208 196 2420 x 104

Email Support

Email sent to support@portcullissystems.com is monitored 7x24x365. Customers will receive an initial response validating that the email was delivered to a technician. If you have a critical issue, send email to critical@portcullissystems.com and we will make our best effort to get back to you as soon as possible. Normal response times to all email support requests (including voice mail and web tickets) are listed in the table below based on severity.

Remote Support via Live Meeting

Portcullis Systems offers remote technical support via Live Meeting. Live Meeting allows a technician to have read only or complete control of the Portcullis Systems appliance. This means we are able to troubleshoot and resolve issues more quickly than using traditional support techniques. The Live Meeting client can be installed on the management workstation using [this link](#). We may also use the Virtual Engineer component of PSAM if the customer has turned this option on, enabling our support engineers access to their system (this is optional during setup).

Web Support

Portcullis Systems offers technical support on the web at support.portcullissystems.com. Support Tickets can be created at the web site and the tickets will be forwarded to technicians via email. Please go to the support tab within the website or you may

If you do not have a login, please send email to support@portcullissystems.com and we will get you one. We also provide ticket creation directly on the Portcullis Systems web site at the above link.

Portcullis Systems provides various self help tools such as a knowledgebase and a user forum as well as links to all the other specific self help tools available on the web.

Initiation of Service Call and Diagnostic Process:

- 1) When a call is received from any customer's resellers or end-users, the Call Coordinator or the Help Desk Engineer logs the call into the Service Call Program.
- 2) The Call Coordinator is responsible for assigning the service call to one of the Help Desk Engineers. The Help Desk Supervisor can assist the CC in this process.
- 3) The Help Desk Engineer will make initial contact with the end-user who placed or requested the service call within one hour of the call for the service being placed. This initial contact may only be to let them know you are aware of the call and will call them back within X minutes to start working the call. The Team has a service obligation to begin to work the call within one hour of the call. Constant communication with the customer or end user during this time is critical.
 - a) **All service calls logged via RCA or email will be responded to in 4 hours**
 - b) **If a customer has 24x7 support and requires a call back within an hour he/she must call rather than log a call via RCA or email**
- 4) When initiating and logging a service call the following information is to be obtained and entered into the service call program in order to most effectively work the service call:
 - a) End user's Company and Contact name, address, phone number, and e-mail
 - b) Serial number of the system requiring service:
 - i) If the end user is unable to give the proper serial number, the following steps must be completed:
 - (1) The help desk technician is to politely explain that the call is being opened and we will continue to "work" the call; however the serial number is required to insure proper diagnosis and more importantly proper identification of spare parts.
 - (2) The call is immediately then escalated to Help Desk Manager who will escalate to Customer's Sales Account Manager to assist in getting serial number of defective system from end-user. **Refer to Escalation Point #4 on Section C: Escalation Chart.**
 - c) A description of the problem including how long the problem has existed and to identify possibility of a DOA system.
 - i) If it is determined that the system is DOA, the call is immediately escalated by the Help desk Engineer to the Help Desk Manager and the Customer's Escalation Contact to determine proper action plan.
 - d) Verification of warranty coverage is then done by the Help Desk Engineer by matching the serial number of system given by end user to the service call records contained within the Service Call Program. (8/5 help desk NBD on-site, 24/7 help desk NBD on-site, etc.). The Help Desk Engineer will continue to work the call to insure that it is seamless to the end user.
 - e) If the system is not under warranty, then it is escalated to the Help Desk Manager and the Customer's Escalation Contact to quote a Time and Materials (Billable) call and a potential warranty upgrade. **Refer to Escalation Point #6 on Section C: Escalation Chart.**

- i) We must obtain a purchase order from the customer for any Time and Material work before services are to be performed. Exceptions can only be made with authorization from the President or Director of Operations.
 - f) Locate the build sheet. If the build sheet is not “in-house”, it should be immediately acquired from engineering..
 - g) If the build sheet of the warranted system shows different components than what the customer has on the system in question, or is simply un-obtainable, then the call is immediately to be escalated to Help Desk (HD) Manager to insure if the system has changed since time of purchase and if warranty is still valid. HD Manager will escalate immediately to Customer’s Escalation Contact if it is determined that the warranty is no longer valid. **Refer to Escalation Point #7 on Section C: Escalation Chart.**
- 5) Once troubleshooting has begun with the end user, the Help Desk Engineer has the responsibility to document all interaction in real-time with the customer. This should appear in service reports in the service call program.
- a) If for any reason the end user will not allow trouble shooting, the call is automatically escalated to Help Desk Manager to inform the Customer’s Escalation Contact of the potential service call problem due to lack of routine trouble-shooting which is required according to their warranty purchase agreement. *Remember a minimum amount of trouble-shooting is required to insure verification of problem and selection of proper spare parts to be shipped for the repair.* **Refer to Escalation point #8 on Section C: Escalation Chart.**
 - b) If during the troubleshooting call, it is clear that it is not a standard hardware issue or failure but a software application issue, or the issue is a combination software/hardware or level 3 hardware support is required, the call is immediately escalated to Help Desk Manager who will escalate to the appropriate resource for immediate help and support for this extra-ordinary or “Severity 1” issue. **Refer to Escalation Point #9 on Section C: Escalation Chart.**
 - i) Examples of software application issues include but are not limited to the following:
 - (1) Bios/firmware updates
 - (2) O/S System
 - (3) Devises drivers

After Completion of Troubleshooting and Parts Needed are Identified:

- 6) **For Customers with RMA coverage:**
- a) If the Customer has RMA coverage, the Help Desk is responsible for the supplying of advanced replacement parts/unit. Then the help desk technician, after diagnosing the problem and identifying the parts needed will either:
 - i) Initiate a parts/unit replacement request to send the parts out to the customer and notify the customer of the estimated time of arrival of parts/unit.
 - ii) If the replacement parts are not in stock, the help desk technician must escalate the situation immediately to the Operations manager to contact the Customer directly to resolve the issue. **Refer to Escalation Point number 10 on Section C: Escalation Chart.**
- 7) **Severity Level identification:** During the troubleshooting portion of the service call, the Help Desk Engineer is required to apply a “Severity Level” to the call in the Severity Level field within the Service Call Program. The Severity Level is to be a description of the end-user’s perception of the Severity of the situation.
- a) It is required that the help desk technicians assess severity levels at all stages of every call and report within the service call program (see pt. 10 below).

One of the following Severity Levels must be applied:

b) **Severity 4 or “Sev 4”:**

- i) Standard Service or Warranty call on any system covered that is not causing the end-user any critical loss of performance / downtime or business in any way, and will be brought to solution in the agreed upon service warranty agreement for that specific system.

(1) **No Escalation Required**

c) **Severity Level 3 of “Sev 3” and “Sev 3 CID”**

- i) Standard Service or Warranty call on any system covered that is not causing the end-user any critical loss of performance / downtime or business in any way, however, the problem will not be brought to successful completion within the agreed upon warranty agreement for that specific system

- ii) There will be two versions of the “Sev 3” level reporting:

(1) **Severity Level 3 CID or “Sev 3 CID” :**

- (a) A non-critical delay in the service call caused by the customer for whatever reason (e.g.: not available, or request to address at a later date). In this instance, the call is going longer than it should, but it’s at the customer’s request or because of the customer’s fault. **THIS IS STILL CONSIDERED A SEV 3 ISSUE AND NEEDS TO BE ESCALATED PROPERLY AND BROUGHT TO CLOSE AS QUICKLY AS POSSIBLE** (even though the delay is the fault of the customer, the help desk team must do everything possible to bring call to a close as quickly as possible.

(2) **Severity Level 3 or “Sev 3”:**

- (a) A non-critical delay in the service call caused by the support team not being able to bring call to successful conclusion within the required service time. This is escalated as per normal escalation and reviewed on a daily basis by management to insure immediate action taken to bring call to a successful close as quickly as possible.
- (b) Escalation required as per the various escalation guidelines, and reported to management and reviewed daily.

d) **Severity Level 2 or “Sev 2”:**

- i) An end user, regardless of warranty coverage, has logged a call and is experiencing a critical loss of system use or “up-time” that is or has potential to soon cause major restriction to their daily business. Or, this specific end-user is, for whatever reason, completely dissatisfied with the performance of the system itself or support’s performance, and that a potential loss of future business is at stake, then executive escalation is required.

- (1) Immediate escalation to management by Help Desk Engineer sending an urgent e-mail entitled “Sev 2 issue” to the management team, coupled with immediate verbal escalation to the management team with a description of problem and request for immediate action meeting.

- (2) The management team then has responsibility to immediately notify senior management that there is a Sev 2 issue at one of their customer’s sites. A plan and corrective action is to be presented to the partner as quickly as possible.

- (a) Management as team will decide as a team the best way to communicate any and all updates to the end-user.

- (3) The management team will then assign an “owner” of this specific Sev 2 issue and who will be responsible for daily updates to Senior Management and the customer who is experiencing this critical issue.

(4) Daily updates of this Sev 2 issue will be required by the appointed “owner”

e) **Severity Level 1 or “Sev 1”:**

i) End user, regardless of warranty coverage, has an immediate critical situation that is impacting their ability to do business.

(1) As with a Sev 2 issue, Immediate escalation to management by Help Desk Engineer sending an urgent e-mail entitled “Sev 1 issue” to the Support management team, coupled with immediate verbal escalation to the Help Desk Manager and Senior Management with description of problem and request for immediate action meeting.

(2) A plan and corrective action is to be presented to the partner as quickly as possible.

(a) Management and Senior Management will decide as a team the best way to communicate any and all updates to the end-user.

(3) The management team will then assign an “owner” of this specific Sev 1 issue and who will be responsible for daily updates to Senior Management and the customer who is experiencing this critical issue.

(4) Twice Daily updates of this Sev 1 issue will be required by the appointed “owner”

f) Note A: When any call becomes a potential Sev 2 or Sev 1 issue, an e-mail is automatically sent to alerting the Director of Operations. From here the severity level will be determined and next actions.

i) **Please refer to Chart 2 entitled “Support Severity Level Escalation Path and Action” for more detail.**

8) **All Service Calls To be Given a Severity Level Label within call program**

a) It is the Help Desk Engineer’s responsibility to insure that each and every call that is logged within the service call program be given a severity level description when the call is logged, and **continually updated throughout the call.** The Severity Level label is to be placed in the “Department” field within the Call Program.

b) A Severity report will be run on a daily basis on all open calls at 12pm Eastern Time to insure proper and immediate review and escalation has been done.

c) It is the Help Desk Engineer’s responsibility to insure that the total number of nodes down, or nodes effected by the problem be reported in the service call and be used to determine the severity level. For example if a single product on a rack, like a power supply or a circuit breaker fails, it could effect every single node on the rack – THIS MUST BE REPORTED IN THE CALL – IF AT ANY TIME MORE THAN 4 NODES ARE REPORTED DOWN, OR BROKEN, OR NOT WORKING PROPERLY FOR WHATEVER REASON AT ANY SITE, AN AUTOMATIC SEV 2 PRELIMINARY E-MAIL IS TO BE SENT TO critical@portcullissystems.com.

9) **Severity Levels:**

In addition to the normal escalation procedures outlined above, Support has implemented a Severity level program that goes above and beyond warranty issues. This program acts as an enhancement to normal escalation by taking into account the end-user situation regardless of warranty services. Four levels of Severity have been defined, with “Sev 4” being the lowest or least critical and “Sev 1” being the most critical and urgent and automatic Senior Management escalation with hourly updates.

See below summary charts describing the Severity Escalation procedure. An updated version of these charts is to be displayed on each help desk technician's office space at all times.

Severity Levels

Chart 1: Severity Level Description:

Severity Level	Definition	Comments/Description	Escalated To	Escalation Updates
1 "SEV 1 ISSUE"	The system, under warranty with Portcullis Systems, at the end user site is not operational resulting in critical impact to the customer's business and requires immediate resolution. Support may require continuous availability of customer contact until circumvention or resolution is provided.	Situation is independent of warranty and escalation to the highest (executive) level is immediately done. With minimum daily updates and progress reports. Sev level 1 "owner" identified by support team to drive problem to a successful conclusion.	Support Management and Executive Management	Hourly
2 "SEV 2 ISSUE"	The system, under warranty with Portcullis Systems, is not operational and if not resolved quickly has potential to severely impact the customer's business. Or the end-user is so dissatisfied (for whatever reason) in either the product performance, or the support team's performance, that future loss of business is at stake	Situation can be independent of warranty and escalation to Support Management level is immediate. Owner identified by support to drive problem through to a successful conclusion and update daily.	Support Management and Executive Management	Daily
3 "SEV 3 ISSUE"	The system or product under warranty with Portcullis Systems is not operational and the normal warranty and service repair process is failing to meet agreed upon time frames. The overall problem is expected to be solved, but there is a delay and escalation is needed. THE CAUSE (FAULT) OF THE DELAY ON SEV 3 ISSUES IS DUE TO SUPPORT NOT BEING ABLE TO MEET SERVICE AGREEMENT for whatever reason.	Standard escalation procedures withing support terms and conditions apply - with owner assigned by Help Desk Manager and reported daily to Management.	Support Management as per normal T's and C's	Weekly
	"Sev 3 CID" Same as "Sev 3" above, however the CAUSE OF THE DELAY IS DUE TO THE CUSTOMER (CUSTOMER INDUCED DELAY). Support would be able to meet service requirements, but the customer has delayed the process causing the call to remain open. ESCALATION IS STILL NEEDED AND REPORTED.	Standard escalation procedures within support T's and C's apply - with owner assigned by Help Desk Manager and reported on a daily basis to management.		
4 "SEV 4 ISSUE"	The system, under warranty with Portcullis Systems, has a standard warranty and/or service issue that will be repaired within the limits and timelines of the service level agreement with support.	Standard way of working for service and warranty repair with escalation as stated under normal T's and C's for support.	As per standard T's and C's	Part of weekly reporting of all calls

Below find Escalation path document that is to be displayed on every Support Help Desk work station.

Chart 2: Severity Level Escalation Path and Action

SUPPORT SERVICES - SEVERITY LEVEL ESCALATION PATH

	Detail	Sev 4	SEV 3 CID	SEV 3	Sev 2	Sev 1
All Service Call Types	Description	Non critical situation, normal repair expected to completed in SLA time frame	Non critical situation, however repair is not expected to be completed within SLA time frame - Cause of the delay is due the customer	Non critical situation, however repair is not expected to be completed within SLA time frame - CAUSE OF DELAY IS DUE TO Support or Engineering team	Potential critical situation at customer site, regardless of warranty, if not solved quickly, potential for critical impact of customers business and potential loss of future business	Critical Situation at customer site (regardless of warranty) immediate Impact to customer's business. Immediate CEO escalation required
	Escalation & Action	None Necessary: normal reporting of call and standard way of working	Immediate to Help Desk Mgmt, and reported at weekly Exec Review	Immediate to Mgmt, and reported daily to Help Desk Mgmt	Immediate: Help Desk Mgmt, via phone and e-mail for immediate action	Immediate: Help Desk Management and Executive, via phone and e-mail for immediate action
	Update Frequency from HD/Owner	Standard way of working	Daily to Help Desk Mgmt, Weekly Exec	Daily to Help Desk Mgmt, Weekly Exec	Daily to Help Desk Mgmt	Hourly To Help Desk Management and Exec levels

Each and every call opened is labeled with a Severity Level description. Any and all Sev 1 and 2 are immediately escalated to COO. A severity level call report will be generated and presented to the respective executive team or group on a monthly basis

10) **For Customers With On-Site Warranty:**

- a) If the customer has on-site warranty repair, the Help Desk Engineer, after diagnosing the problem and identifying the parts needed, will at this point, will determine if the spare parts are already onsite or must be shipped to the site.

- b) **If spare parts are not pre-purchased by the customer (e.g. cold spare) and we are responsible for the supplying of parts:**
 - i) Initiate a parts request for same-day shipment of parts and explain to the end user how the parts will be shipped (overnight delivery) and when the end user can expect to receive parts.
 - (1) Note, if the diagnosis is not complete by 3pm site local time, the Help Desk Engineer will still make every effort to ship same day, but this may not ship until the next business day.

- c) When it is determined that an on-site technician is to be dispatched, the service provider in that specific area is to be contacted immediately to request a dispatch of a technician. The expectation should be set at this time as to the duration of the service call and travel. As part of the dispatch, the technician is to call the Help Desk Engineer to review the service issue and the work that is to be done. **Refer to Section H for the Onsite Procedures document.**

- d) It is the Helpdesk Engineer's responsibility to explain to the customer our business model. The Help Desk Engineer is to explain to the customer that the on-site technician will be relying on the Help Desk Engineer's expertise to assist in the repair/replacement of defective parts. It is understood that the Help Desk Engineers are certified experts on the system being serviced.

- e) The Help Desk Engineer is to speak with the selected on-site technician prior to the call to go through the call details and explain exactly his role in this call, his way of working with the help desk and to insure the selected on-site technician is capable of handling the work he is being asked to perform. **Refer to Section I for the Onsite Form.**
 - i) THIS CONVERSATION IS TO TAKE PLACE THE DAY BEFORE THE TECHNICIAN IS TO BE ON-SITE AND IN TIME TO ALLOW FOR ANOTHER TECH TO BE DISPATCHED IF WE ARE NOT COMFORTABLE THAT THE ON-SITE TECH IS CAPABLE OF HANDLING THE SERVICE ISSUE. THE HELP DESK MUST SPEAK TO THE ON-SITE TECH BEFORE HE/SHE ARRIVES ON-SITE. **THERE ARE NO EXCEPTIONS TO THIS.**

 - ii) If the Help Desk Engineer is unable to secure a locally based on-site technician for the on-site to be done within the contracted time, the call is to immediately be escalated to the Help Desk Manager who will notify the Customer's Escalation Contact of the delay and estimated time of dispatch. The Help Desk Engineer is to insure that the end user is to be continually updated on the status of any delay. **Refer to Escalation Point number 11 on Section C: Escalation Chart.**

- f) Once an on-site technician has been selected, it is the responsibility of the Help Desk Engineer to ensure a Non-Disclosure agreement has been already signed before going on-site.

- g) Once the on-site technician is at the customer or end user site, they are to call the Help Desk Engineer to "clock in" and to receive further instructions on the service call. **This initial contact should be documented in the service call program with the correct time stamp.**

- h) Should there be any delays or problems with the service call; the Help Desk Engineer is to instruct the on-site technician to contact the Help Desk Engineer. The on-Site technician should not be sharing this information with the customer or end-user. All communication with the customer and end user must flow through the Help Desk Engineer.

- i) If at any time the on-site service call is not going to be completed by end of next business day, the Help Desk Engineer is to escalate call to Help Desk Manager for review and for notification to the Customer's Escalation Contact. **Refer to Escalation Point number 12 on Section C: Escalation Chart.**

- i) UNDER NO CIRCUMSTANCES IS THE HELP DESK ENGINEER TO SHARE THE LOCAL ON-SITE CONTRACTOR INFORMATION WITH THE CUSTOMER OR END-USER, OR CUSTOMER/END USER INFORMATION WITH ON-SITE TECHNICIAN, AS A MEANS TO HAVE THEM WORK DIRECTLY TOGETHER. THE HELP DESK ENGINEER IS THE CONDUIT OF INFORMATIONAL FLOW AS IT RELATES TO THE ON-SITE SERVICE CALL.

- j) It is the Help Desk Engineer's responsibility to speak with the customer at the end of the call to ensure that they are completely satisfied with the service call and to ensure that they do not have any further questions or issues.

The steps outlined above are to be followed without exception.

Escalation

It is the Help Desk Engineer and the Help Desk Manager's responsibility to insure that the following escalation points and procedures are followed at all times.

Section C: Escalation Summary Chart:

Escalation Point Number	Issue	Escalated By	Escalated To	Action Required	Time Before Further Escalation and Reporting
1	Insufficient Data supplied to support in order to properly enter support order	Call Coordinator	Sales/Customer Escalation Contact	Customer to give correct warranty information in order to enter into system	7 Days
2	Onsite warranty order received for area where no coverage or onsite capability currently exists	Call Coordinator	Help Desk Manager	Help Desk Manager immediately assigns Help Desk technician to locate onsite partner in specific region - If non found within 2 weeks time, escalate to Management for discussion with customer	14 Days
3	Call received from an A-Level or "Key Contact" end user of Customer (regardless of issue)	Help Desk Engineer	Help Desk Manager	None- just an informational email information Customer Escalation Contact that the call has been opened	n/a
4	Serial Number of system not available	Help Desk Engineer	Help Desk Manager	Assist in identifying proper serial number of system	24 hours
5	System is determined to be DOA	Help Desk Engineer	Help Desk Manager and Executive Management	Determination will be made as to whether a repair or replacement unit will be shipped	24 hours
6	System Out of Warranty	Help Desk Engineer	Help Desk Manager and Customer Escalation Contact	Rates for Time and Materials to effect the repair will be quoted - PO or payment must be received to schedule repair	24 hours

7	Cannot find proper build sheet or does not match description of defective system	Help Desk Engineer	Help Desk Manager and Management	Obtain build sheet and verify coverage is valid for the device	24 hours
8	End-user is not willing to assist in any troubleshooting and help desk unable to properly identify problem	Help Desk Engineer	Help Desk Manager and Customer Escalation Contact	Customer Escalation Contact will assist Help Desk by speaking with the customer, trying to identify the problem with troubleshooting or quote for onsite visit	24 hours
9	It is determined that the issue is a software application issue and not hardware (hardware is working fine)	Help Desk Engineer	Help Desk Manager and Customer Escalation Contact	Help Desk Manager to arrange for Escalation to proper Software Support teams. Some support may be through a third party (example, IAG software support is through Microsoft)	24 Hours
	It is determined that the hardware problem is beyond the help desk capabilities (Level 3+ issue) and engineering escalation is required				
10	Support Group cannot acquire the proper spare parts to repair the warranted system within the allotted time frame of the warranty	Director of Operations	Customer Escalation Contact	Operations to speak with Customer Escalation to identify the possibility of parts being purchase and shipped out	24 hours
11	Support unable to dispatch technician for warranted service within the contractual time frame, for whatever reason	Help Desk Engineer	Help Desk Manager and Customer Escalation Contact	End-user made aware of when actual onsite will take place	24 hours
12	During the onsite visit, it becomes clear that the problem will not be solved with that visit	Help Desk Engineer	Help Desk Manager and Customer Escalation Contact	Customer informed of "Action Plan" to fix the problem ASAP with anticipated ETA for solution	24 hours

13	Support identifies that the depot repair unit will be in the building longer than 10 business days	Depot Repair Technician	Help Desk Manager and Customer Escalation Contact	Inform end user of delay in depot and reason for delay as well as estimated time of completion	Next CST
14	Support has not received the defective parts back from the end user and it has been longer than 10 days. End user has been politely contacted and reminded that the part needs to be returned	Support Log Group	Help Desk Manager and Customer Escalation Contact	Customer Escalation Contact informed and asked to intervene to help get parts back or approve sending an invoice to the end user for the cost of parts plus shipping	15 Days
15	Call has been open longer than the agreed escalation points of 3 days for onsite, 7 days for RMA and 14 days for Depot Repair	Help Desk Manager	Executive Management and Customer Escalation Contact	Support group presents to the customer all calls escalated and situations delayed by support	Weekly Review

Software Severity definitions and response times

Severity Level	Impact	Targeted Response time	Targeted Resolution Time
High	Users cannot receive or send email, access critical applications customers cannot reach your web site. Hardware will not boot. Potential financial impact	Immediate automated response with further support options. Target 4 hour response time, 7x24x365 by a live technician.	Within 3 days
Medium	Internal users cannot reach the internet, occasional disruption of email and inbound web requests. VPN clients cannot connect. Hardware will boot but requires frequent reboots	Within 24 hours 7x24x365	Within 5 days
Low	General questions, configuration guidance, update issues	Within 48 hours 7x24x365	Reasonable based on the issue

NOTE – Support requests that do not clearly note the severity level, the serial # of the appliance and contact information will be treated as a low severity.

On Site Support

Support that requires a site visit is available at a daily rate of \$2000 per day plus travel and expenses.

Software Maintenance

Software maintenance for IAG software is provided by Microsoft. However, for the convenience of our customers, we will generally list patches and updates on our website (www.portcullissystems.com).

Extended Hardware Warranty Details

The extended hardware warranty covers all hardware functional and mechanical defects. The warranty does not cover software problems, shipping damage or damage by the customer. Warranty is VOID if sticker is damaged or removed. Also not covered are appliance password lockouts or excessive returns with no problem found.

Advance Replacement Service Details

The Advance Replacement Service helps to insure that you will have the least amount of downtime should a hardware problem occur. To receive an advance replacement, a technician must validate that the problem requires replacing the hardware. The technician will then issue an RMA #.

For North American RMA’s issued by Portcullis Systems before 1:00 pm EST US during normal business hours will be shipped that same day. RMA #’s issued by technicians after 1:00 pm EST or during a Portcullis Systems holiday or weekend will be sent during the next business day. The end user must return the failing equipment directly to

Portcullis Systems at 25 Dan Road, Canton, MA., 02021 within 10 days after service has been performed for non-HP-based appliances. If the equipment is not returned, Portcullis Systems has the right to bill the contract owner for the equipment. All returned equipment must be shipped in the original or supplied shipping container.

RMAs to International locations use the same response timetable as domestic. The RMAs will be sent expedited service and will generally arrive at the end users site in 2 - 3 days (this longer time is necessary to clear customs). The shipments will be Delivered Duties Unpaid (DDU) the end user will be responsible for all taxes and duties including VAT.

Advance Replacement Service Shipping Details

Locations	Shipping Details
North America	Round trip next-day delivery with pre-paid return shipping anywhere within the U.S. and Canada (excludes Mexico)
EU Countries	Outbound express freight and applicable VAT is billed to the customer. Pre-paid return freight is covered under the warranty. The shipments will be delivered duties unpaid (DDU). The end user will be responsible for all taxes and duties including VAT
Non-EU Countries	Outbound express freight and applicable VAT is billed to the customer. Pre-paid return freight is covered under the warranty. The shipments will be delivered duties unpaid (DDU). The end user will be responsible for all taxes and duties including VAT

Support for Appliances Not Covered by a Support and Maintenance Contract

Time and Material (Per Incident) Services

Time and Material Services (T&M) are available to support products not covered under a Support and Maintenance contract, or for hardware component failures caused by misuse of the appliance. Services offered include remedial maintenance and repair services on a ‘per event’ basis. Telephone assistance and all other services are billable per the current service price list. The Customer must provide a purchase order or other means of payment before services are provided.

Out-of-Warranty Factory Repair and Return Service

Factory Repair and Return provides non-contract repair of NS-Series appliances

- For domestic US sites, the customer is responsible for the freight charges to and from the designated repair center. For international shipments, the customer is also responsible for portal-to-portal charges associated with all import/export broker, customs and duty fees.
- Equipment sent in for repair will be upgraded to the latest, mandatory hardware revision, to the extent that the upgrades can be completed on the existing platform.
- Repaired products are targeted to be returned to the customer within twenty (20) days of receipt.
- All repaired NS-Series appliance products are guaranteed to be free from defect for 90 days.

A pre-approved Return Material Authorization (RMA) number must accompany returned equipment. A PO for the original system value is required before an RMA number is issued.

Non-Warranty Advance Replacement Service

A non-warranty advance replacement service is available for advance replacement customers who request an advance replacement for a reason not covered by the hardware warranty. Examples include software problems,

re-imaging, box lock-out, elective upgrade (may include re-imaging charges), “management override” (when an appliance is returned with no trouble found). Freight charges are the same as in-warranty freight charges).

HP-Based Appliances limited warranty – Global Limited Warranty Program and Support Options

General terms

This Hardware Limited Warranty gives you, the customer, express limited warranty rights from Portcullis Systems. All contracts are with Portcullis Systems and not with Hewlett-Packard. HP, or their authorized partners, may at the specific request of Portcullis Systems, perform hardware warranty service on their behalf for our customers should situations arise where service is required.

CUSTOMERS DO NOT HAVE RIGHTS TO CONTACT HP DIRECTLY UNDER THESE SUPPORT AGREEMENTS. ALL CONTACT MUST BE MADE THROUGH PORTCULLIS SYSTEMS SUPPORT.

PORTCULLIS SYSTEMS MAKES NO OTHER EXPRESS WARRANTY OR CONDITION WHETHER WRITTEN OR ORAL AND PORTCULLIS SYSTEMS EXPRESSLY DISCLAIMS ALL WARRANTIES AND CONDITIONS NOT STATED IN THIS LIMITED WARRANTY. TO THE EXTENT ALLOWED BY THE LOCAL LAW OF JURISDICTIONS OUTSIDE THE UNITED STATES, PORTCULLIS SYSTEMS DISCLAIMS ALL IMPLIED WARRANTIES OR CONDITIONS, INCLUDING ANY IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, MERCHANTABILITY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE. FOR ALL TRANSACTIONS OCCURRING IN THE UNITED STATES, ANY IMPLIED WARRANTY OR CONDITION OF MERCHANTABILITY, SATISFACTORY QUALITY, OR FITNESS FOR A PARTICULAR PURPOSE IS LIMITED TO THE DURATION OF THE EXPRESS WARRANTY SET FORTH ABOVE. SOME STATES OR COUNTRIES DO NOT ALLOW A LIMITATION ON HOW LONG AN IMPLIED WARRANTY LASTS OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR CONSUMER PRODUCTS. IN SUCH STATES OR COUNTRIES, SOME EXCLUSIONS OR LIMITATIONS OF THIS LIMITED WARRANTY MAY NOT APPLY TO YOU.

THE LIMITED WARRANTY TERMS CONTAINED IN THIS STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT, OR MODIFY BUT ARE IN ADDITION TO THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THIS PRODUCT TO YOU.

This Limited Warranty is applicable in all countries and may be enforced in any country or region where Portcullis Systems or its authorized service providers offer warranty service for the same product model number subject to the terms and conditions set forth in this Limited Warranty.

Under the Portcullis Systems Global Limited Warranty program, products purchased in one country/region may be transferred to another country/region, where Portcullis Systems or its authorized service providers offer warranty service for the same product model number, without voiding the warranty. Warranty terms, service availability, and service response times may vary from country/region to country/region. Standard warranty service response time is subject to change due to local parts availability. Your Portcullis Systems authorized service provider can provide you with details.

Portcullis Systems is not responsible for any tariffs or duties that may be incurred in transferring the products. Transfer of the products may be covered by export controls issued by the United States or other governments.

This Limited Warranty applies only to Portcullis Systems HP-based hardware products sold by or leased from Portcullis Systems, Inc., its worldwide subsidiaries, affiliates, authorized resellers, or country distributors (collectively referred to in this Limited Warranty as "Portcullis Systems") with this Limited Warranty. The term "Portcullis Systems HP-based Hardware Product" is limited to the hardware components and required firmware. Portcullis Systems warrants that the HP-based Hardware Products that you have purchased or leased from Portcullis Systems are free from defects in materials or workmanship under normal use during the Limited Warranty Period. The Limited Warranty Period starts on the date of purchase or lease from Portcullis Systems, or from the date Portcullis Systems completes installation. Your dated sales or delivery receipt, showing the date of purchase or lease of the product, is your proof of the purchase or lease date. You may be required to provide proof of purchase or lease as a condition of receiving warranty service. You are entitled to hardware warranty service according to the terms and conditions of this document if a repair to your HP-based Hardware Product is required within the Limited Warranty Period.

Unless otherwise stated, and to the extent permitted by local law, new HP-based Hardware Products may be manufactured using new materials or new and used materials equivalent to new in performance and reliability. Portcullis Systems may repair

or replace HP-based Hardware Products (a) with new or previously used products or parts equivalent to new in performance and reliability, or (b) with equivalent products to an original product that has been discontinued. Replacement parts are warranted to be free from defects in material or workmanship for ninety (90) days or, for the remainder of the Limited Warranty Period of the HP-based Hardware Product they are replacing or in which they are installed, whichever is longer.

During the Limited Warranty Period, Portcullis Systems will, at its discretion, repair or replace any defective component. All component parts or hardware products removed under this Limited Warranty become the property of Portcullis Systems. In the unlikely event that your HP-based Hardware Product has recurring failures, Portcullis Systems, at its sole discretion, may elect to provide you with (a) a replacement unit of Portcullis Systems' choosing that is the same or equivalent to your HP-based Hardware Product in performance or (b) to give you a refund of your purchase price or lease payments (less interest) instead of a replacement. This is your exclusive remedy for defective products.

Exclusions

PORTCULLIS SYSTEMS DOES NOT WARRANT THAT THE OPERATION OF THIS PRODUCT WILL BE UNINTERRUPTED OR ERROR-FREE. PORTCULLIS SYSTEMS IS NOT RESPONSIBLE FOR DAMAGE THAT OCCURS AS A RESULT OF YOUR FAILURE TO FOLLOW THE INSTRUCTIONS INTENDED FOR THE HP-based HARDWARE PRODUCT.

This Limited Warranty does not apply to expendable or consumable parts and does not extend to any product from which the serial number has been removed or that has been damaged or rendered defective (a) as a result of accident, misuse, abuse, contamination, improper or inadequate maintenance or calibration or other external causes; (b) by operation outside the usage parameters stated in the user documentation that shipped with the product; (c) by software, interfacing, parts or supplies not supplied by Portcullis Systems; (d) improper site preparation or maintenance; (e) virus infection; (f) loss or damage in transit; or (g) by modification or service by anyone other than (i) Portcullis Systems, (ii) a Portcullis Systems authorized service provider, or (iii) your own installation of HP-approved parts if available for your product in the servicing country or region.

PORTCULLIS SYSTEMS IS NOT RESPONSIBLE FOR DAMAGE TO OR LOSS OF ANY PROGRAMS, DATA, OR REMOVABLE STORAGE MEDIA. PORTCULLIS SYSTEMS IS NOT RESPONSIBLE FOR THE RESTORATION OR REINSTALLATION OF ANY PROGRAMS OR DATA OTHER THAN SOFTWARE INSTALLED BY PORTCULLIS SYSTEMS WHEN THE PRODUCT IS MANUFACTURED.

Portcullis Systems is not responsible for any interoperability or compatibility issues that may arise when (1) products, software, or options not supported by Portcullis Systems or HP are used; (2) configurations not supported by Portcullis Systems or HP are used; (3) parts intended for one system are installed in another system of different make or model.

Exclusive remedy

TO THE EXTENT ALLOWED BY APPLICABLE LOCAL LAW, THESE TERMS AND CONDITIONS CONSTITUTE THE COMPLETE AND EXCLUSIVE WARRANTY AGREEMENT BETWEEN YOU AND PORTCULLIS SYSTEMS REGARDING THE HP-BASED HARDWARE PRODUCT YOU HAVE PURCHASED OR LEASED. THESE TERMS AND CONDITIONS SUPERSEDE ANY PRIOR AGREEMENTS OR REPRESENTATIONS—INCLUDING REPRESENTATIONS MADE IN PORTCULLIS SYSTEMS SALES LITERATURE OR ADVICE GIVEN TO YOU BY PORTCULLIS SYSTEMS OR AN AGENT OR EMPLOYEE OF PORTCULLIS SYSTEMS—THAT MAY HAVE BEEN MADE IN CONNECTION WITH YOUR PURCHASE OR LEASE OF THE HP-BASED HARDWARE PRODUCT. No change to the conditions of this Limited Warranty is valid unless it is made in writing and signed by an authorized representative of Portcullis Systems.

Limitation of liability

IF YOUR HP-BASED HARDWARE PRODUCT FAILS TO WORK AS WARRANTED ABOVE, PORTCULLIS SYSTEMS' MAXIMUM LIABILITY UNDER THIS LIMITED WARRANTY IS EXPRESSLY LIMITED TO THE LESSER OF THE PRICE YOU HAVE PAID FOR THE PRODUCT OR THE COST OF REPAIR OR REPLACEMENT OF ANY HARDWARE COMPONENTS THAT MALFUNCTION IN CONDITIONS OF NORMAL USE.

EXCEPT AS INDICATED ABOVE, IN NO EVENT WILL PORTCULLIS SYSTEMS BE LIABLE FOR ANY DAMAGES CAUSED BY THE PRODUCT OR THE FAILURE OF THE PRODUCT TO PERFORM, INCLUDING ANY LOST PROFITS OR SAVINGS, BUSINESS INTERRUPTION, LOSS OF DATA, LOST REVENUE, LOSS OF USE, OR ANY OTHER COMMERCIAL OR ECONOMIC LOSS OF ANY KIND,

OR SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES. PORTCULLIS SYSTEMS IS NOT LIABLE FOR ANY CLAIM MADE BY A THIRD PARTY OR MADE BY YOU FOR A THIRD PARTY.

THIS LIMITATION OF LIABILITY APPLIES WHETHER DAMAGES ARE SOUGHT, OR A CLAIM MADE, UNDER THIS LIMITED WARRANTY OR AS A TORT CLAIM (INCLUDING NEGLIGENCE AND STRICT PRODUCT LIABILITY), A CONTRACT CLAIM, OR ANY OTHER CLAIM. THIS LIMITATION OF LIABILITY CANNOT BE WAIVED OR AMENDED BY ANY PERSON. THIS LIMITATION OF LIABILITY WILL BE EFFECTIVE EVEN IF YOU HAVE ADVISED PORTCULLIS SYSTEMS OR AN AUTHORIZED REPRESENTATIVE OF PORTCULLIS SYSTEMS OF THE POSSIBILITY OF ANY SUCH DAMAGES OR EVEN IF SUCH POSSIBILITY WERE REASONABLY FORESEEABLE. THIS LIMITATION OF LIABILITY, HOWEVER, WILL NOT APPLY TO CLAIMS FOR PERSONAL INJURY.

THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY ALSO HAVE OTHER RIGHTS THAT MAY VARY FROM STATE TO STATE OR FROM COUNTRY TO COUNTRY. YOU ARE ADVISED TO CONSULT APPLICABLE STATE OR COUNTRY LAWS FOR A FULL DETERMINATION OF YOUR RIGHTS.

Customer responsibilities

To enable Portcullis Systems to provide the best possible support and service during the Limited Warranty Period, you will be required to:

- Maintain a proper and adequate environment, and use the HP-based Hardware Product in accordance with the instructions furnished.
- Verify configurations, load most recent firmware, install software patches, run HP diagnostics and utilities, and implement temporary procedures or workarounds provided by Portcullis Systems or HP while Portcullis Systems works on permanent solutions.
- Allow Portcullis Systems or HP to keep resident on your systems or sites certain system and network diagnosis and maintenance tools to facilitate the performance of warranty support (collectively referred to as “Proprietary Service Tools”); Proprietary Service Tools are and remain the sole and exclusive property of HP or Portcullis Systems. Additionally, you will:
 - Use the Proprietary Service Tools only during the applicable warranty period and only as allowed by HP or Portcullis Systems
 - Install, maintain, and support Proprietary Service Tools, including any required updates and patches
 - Provide remote connectivity through an Portcullis Systems-approved communications line, if required
 - Assist Portcullis Systems or HP in running the Proprietary Service Tools
 - Use the electronic data transfer capability to inform Portcullis Systems or HP of events identified by the software
 - Purchase HP-specified remote connection hardware for systems with remote diagnosis service, if required
 - Return the Proprietary Service Tools or allow Portcullis Systems or HP to remove these Proprietary Service Tools upon termination of warranty support
 - Not sell, transfer, assign, pledge, or in any way encumber or convey the Proprietary Service Tools
- In some cases, Portcullis Systems or HP may require additional software such as drivers and agents to be loaded on your system in order to take advantage of these support solutions and capabilities.
- Use Portcullis Systems or HP remote support solutions where applicable. Portcullis Systems strongly encourages you to use available support technologies provided by Portcullis Systems and HP. If you choose not to deploy available remote support capabilities, you may incur additional costs due to increased support resource requirements.
- Cooperate with Portcullis Systems or HP in attempting to resolve the problem over the telephone. This may involve performing routine diagnostic procedures, installing additional software updates or patches, removing third-party options, and/or substituting options.
- Make periodic backup copies of your files, data, or programs stored on your hard drive or other storage devices as a precaution against possible failures, alteration, or loss. Before returning any Hardware Product for warranty support, back up your files, data, and programs, and remove any confidential, proprietary, or personal information.
- Maintain a procedure to reconstruct your lost or altered files, data, or programs that is not dependent on the HP-based Hardware Product under warranty support.
- Notify Portcullis Systems if you use HP-based Hardware Products in an environment that poses a potential health or safety hazard to Portcullis Systems or HP employees or subcontractors. Portcullis Systems or HP may require you to maintain such products under Portcullis Systems or HP supervision and may postpone warranty service until you remedy such hazards.
- Perform additional tasks as defined within each type of warranty service listed below and any other actions that Portcullis Systems or HP may reasonably request in order to best perform the warranty support.

Types of hardware warranty service

Listed below are the types of warranty services that may be applicable to the HP-based Hardware Product you have purchased. For more details, refer to the “**Limited warranty period**” section.

Customer self repair

Portcullis Systems HP-based products are designed with many Customer Self Repair (CSR) parts to minimize repair time and allow for greater flexibility in performing defective parts replacement. If during the diagnosis period, Portcullis Systems or HP identifies that the repair can be accomplished by the use of a CSR part, HP will ship that part directly to you for replacement. There are two categories of CSR parts:

- Parts for which customer self repair is mandatory. If you request Portcullis Systems or HP to replace these parts, you will be charged for the travel and labor costs of this service.
- Parts for which customer self repair is optional. These parts are also designed for customer self repair. If, however, you require that Portcullis Systems or HP replace them for you, this may be done at no additional charge under the type of warranty service designated for your product.

Based on availability and where geography permits, CSR parts will be shipped for next business day delivery. Same-day or four-hour delivery may be offered at an additional charge where geography permits. If assistance is required, you can call the Portcullis Systems Technical Support Center and a technician will help you over the telephone. Portcullis Systems or HP specifies in the materials shipped with a replacement CSR part whether a defective part must be returned to HP. In cases where it is required to return the defective part to Portcullis Systems or HP, you must ship the defective part back within a defined period of time, normally five (5) business days. The defective part must be returned with the associated documentation in the provided shipping material. Failure to return the defective part may result in Portcullis Systems billing you for the replacement. With a customer self repair, Portcullis Systems or HP will pay all shipping and part return costs and determine the courier/carrier to be used.

Advanced unit replacement warranty service

Your HP Limited Warranty may include an advanced unit replacement warranty service. Under the terms of the advanced unit replacement warranty service, Portcullis Systems will ship a replacement unit directly to you if the HP-based Hardware Product you purchased is diagnosed as defective. On receiving the replacement unit, you will be required to return the defective unit back to Portcullis Systems or HP, in the packaging that arrives with the replacement unit, within a defined period of time, normally five (5) days. Portcullis Systems or HP will incur all shipping and insurance costs to return the defective unit to Portcullis Systems or HP. Failure to return the defective unit may result in Portcullis Systems billing you for the replacement unit.

On-site warranty service

Your Portcullis Systems Limited Warranty may include an on-site warranty service. Under the terms of on-site service, Portcullis Systems may, at its sole discretion, determine if a defect can be repaired:

- Remotely
- By the use of a CSR part
- By a service call at the location of the defective unit

If Portcullis Systems ultimately determines that an on-site service call is required to repair a defect, the call will be scheduled during standard office hours unless otherwise stated for the Portcullis Systems HP-based Hardware Product you purchased. Standard office hours are typically 08:00 to 17:00, Monday through Friday, but may vary with local business practices. If the location of the defective unit is outside the customary service zone (typically 50km), response times may be longer or there may be additional charges. To find out where your authorized service provider is located, please contact Portcullis Systems Support.

In order to receive on-site support, you must:

- Have a representative present when Portcullis Systems provides warranty services at your site
- Notify Portcullis Systems if products are being used in an environment which poses a potential health or safety hazard to Portcullis Systems employees or subcontractors
- Subject to its reasonable security requirements, provide Portcullis Systems with sufficient, free, and safe access to and use of all facilities, information, and systems determined necessary by Portcullis Systems to provide timely support
- Ensure that all manufacturers labels (such as serial numbers) are in place, accessible, and legible
- Maintain an environment consistent with product specifications and supported configurations

Service upgrades

Portcullis Systems has a range of additional support and service coverage for your product that can be purchased. However, some support and related products may not be available in all countries. For information on availability of service upgrades and the cost for these service upgrades, contact Portcullis Systems Sales at sales@portcullissystems.com.

Limited warranty period

If purchased with the Portcullis Systems Appliance at time of sale, the minimum Limited Warranty Period for an HP-based Hardware Product is a specified, fixed period commencing on the date of purchase. The date on your sales receipt is the date of purchase unless Portcullis Systems or your reseller informs you otherwise in writing.

Software limited warranty

EXCEPT AS PROVIDED IN THE APPLICABLE SOFTWARE END-USER LICENSE OR PROGRAM LICENSE AGREEMENT, OR IF OTHERWISE PROVIDED UNDER LOCAL LAW, SOFTWARE PRODUCTS, INCLUDING ANY SOFTWARE PRODUCTS, FREWARE (as defined below) OR THE OPERATING SYSTEM PREINSTALLED BY PORTCULLIS SYSTEMS ARE PROVIDED "AS IS" AND WITH ALL FAULTS, AND PORTCULLIS SYSTEMS HEREBY DISCLAIMS ALL OTHER WARRANTIES AND CONDITIONS, EITHER EXPRESS, IMPLIED, OR STATUTORY, INCLUDING, BUT NOT LIMITED TO, WARRANTIES OF TITLE AND NON- INFRINGEMENT, ANY IMPLIED WARRANTIES, DUTIES OR CONDITIONS OF MERCHANTABILITY, OF FITNESS FOR A PARTICULAR PURPOSE, AND OF LACK OF VIRUSES. Some states/jurisdictions do not allow exclusion of implied warranties or limitations on the duration of implied warranties, so the above disclaimer may not apply to you in its entirety. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL PORTCULLIS SYSTEMS OR ITS SUPPLIERS BE LIABLE FOR ANY SPECIAL, INCIDENTAL, INDIRECT, OR CONSEQUENTIAL DAMAGES WHATSOEVER (INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROFITS OR CONFIDENTIAL OR OTHER INFORMATION, FOR BUSINESS INTERRUPTION, FOR PERSONAL INJURY, FOR LOSS OF PRIVACY ARISING OUT OF OR IN ANY WAY RELATED TO THE USE OF OR INABILITY TO USE THE SOFTWARE PRODUCT, EVEN IF PORTCULLIS SYSTEMS OR ANY SUPPLIER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES AND EVEN IF THE REMEDY FAILS OF ITS ESSENTIAL PURPOSE. Some states/jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Portcullis Systems 's only warranty obligations with respect to software distributed by Portcullis Systems are set forth in the applicable end-user license or program license agreement provided with that software. If the removable media on which Portcullis Systems distributes the software proves to be defective in materials or workmanship within ninety (90) days of purchase, your sole remedy shall be to return the removable media to Portcullis Systems for replacement.

Freeware operating systems and applications

Portcullis Systems does not provide support for software provided under public license by third parties, including operating systems or applications ("Freeware"). Support for Freeware provided with HP-based Hardware Products is provided by the Freeware vendor. Please refer to the Freeware operating system or other Freeware application support statement included with your HP-based Hardware Product.

Supported Appliance Models

Below are the supported versions of the NS-Series appliance:

Appliance Model – The NS-Series appliances are available for advanced replacement service only.

NS IAG (EOL)*	NS-WEB3000w
NS IAG1000*	NS-WEB6000s
NS IAG5000*	NS 4700 (EOL)*
NS-IAG3000	NS 4705 (special)**
NS-IAG6000	NS9106*
NS-ISA3000w	NS9206*
NS-ISA6000w	NS9406*
NS-ISA3000b	
NS-ISA6000b	

*These models are no longer in production.

** 4705 model will only be hardware supported through December 31, 2010.

Products	Limited warranty period and service delivery method ^{1,2}	Response time ³
HS-IAG4000	1 year parts and on-site labor	Next business day
HS-IAG7000	1 year parts and on-site labor	Next business day
HS-IAG9000	1 year parts and on-site labor	Next business day
HS-ISA4000w	1 year parts and on-site labor	Next business day
HS-ISA6000s	1 year parts and on-site labor	Next business day
HS-ISA7000s	1 year parts and on-site labor	Next business day
HS-ISA4000b	1 year parts and on-site labor	Next business day
HS-ISA7000b	1 year parts and on-site labor	Next business day
HS-ISA7000e	1 year parts and on-site labor	Next business day
HS-ISA9000e	1 year parts and on-site labor	Next business day
HS-WEB4000w	1 year parts and on-site labor	Next business day
HS-WEB7000s	1 year parts and on-site labor	Next business day
HS-WEB7000L	1 year parts and on-site labor	Next business day
HS-WEB9000s	1 year parts and on-site labor	Next business day

Table 1: Portcullis Systems HP-based Security Appliance products

¹

Warranty Service indicated in this table reflects base level warranty offerings if purchased with the Portcullis Systems Security Appliance. Enhancements to base warranty may be included with your Portcullis Systems HP-based Hardware Product. For current warranty

information, contact the nearest Portcullis Systems Sales office. ² ATA and SATA hard drives have a maximum warranty period of one (1) year

regardless of the warranty period for the system in which they are installed. ³ Response times are based on local standard business days and working hours. Unless otherwise stated, all responses are measured from the time the customer calls until Portcullis Systems has either established a mutually acceptable time for support to be performed, or Portcullis Systems has begun to provide support or remote diagnostics. Response time is based on commercially reasonable effort. In some countries and under certain supplier constraints, response time may vary. If your location is outside the customary service zone, response time may be longer or there may be an additional charge. Contact Portcullis Systems Support for response time availability in your area.

Support Renewals

For more information about renewals contact our renewals desk at:

International number +44 (0) 208 196 2420 x 301

Direct: +1 (781) 996-4922

Main number +1 (781) 996-4900 x 301

eMail: Renewals@portcullissystems.com