

Support Options

Ferrari electronic AG offers you various tailor-made packages to secure the operation and to maintain current software versions.

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SUPPORT OPTIONS

Thank you for purchasing a Ferrari electronic product. We work hard to offer you the best product experience. Thus, you are eligible for a **FREE 30 day support** for each new product purchased.

Please be aware that we **cannot provide** a full initial setup within this 30 day trial support. However, if you experience any issues with our products, we are happy to help nonetheless.

In order to initiate a support request, ensure to do the following in the Ferrari electronic Service Center:

- Activate **ALL** products in use,
- Complete the online registration and
- Specify an authorized contact partner.

Once the 30 day trial period has expired, you are eligible to acquire the **Premium Support Contract (PSV)** and the **Support Ticket (ST)**, all of which endeavor to secure your IT solution. Please note that these two options are subject to the General Terms and Conditions of Ferrari electronic AG. Find more information on the following pages.

Professional Service Team

Ferrari electronic has a support team that can be used by the customer during normal business hours (Monday to Friday 9:30 a.m. to 4:30 p.m.) to report installation problems, general error messages and other support requests. The client names a minimum of two contact persons in his company who are entitled to contact the professional service team. This can be done by email (preferred), by fax or by phone (recall order). The customer receives a support number that is used to identify him as the authorized person for all inquiries.

1. Ferrari electronic AG Premium Support

With the purchase of a Premium Support Contract you secure your devices pro-actively while enjoying the advantages listed below:

Premium Support Contract (PSV)

Contracts can be closed after registration of the products with a qualified partner of Ferrari electronic or with Ferrari electronic itself	✓
Active right upon purchase - use now, pay later! (Billing period starts from the next 1st of the following month)	✓
Can be purchased at a later point (Up to one year after purchase and registration of the products)	✓
Support via phone, fax and email (Mondays - Fridays; 09:30a.m. - 4:30 p.m.; receive a reply within 4h)	✓
Unlimited remote service (Unlimited connections to the customer system)	✓
Hardware: Minor updates for software & firmware (Free updates within a major release)	✓
Hardware: Major updates for software & firmware (Free updates for all releases and firmwares)	✓
Free repair of faulty hardware (Quick and easy handling of repairs via RMA number*)	✓
Conclude a contract at value add distribution partners and premium partners (Customized support contract for optimal premium coverage)	✓
Extend your support coverage via premium partners (Advanced support options, such as 24/7 via partners)	✓
Change your special connector for free (We change your license once free of charge if you want to change your environment e.g. from Exchange to Office 365)	✓

*Return material authorization

Please note that the Premium Support Contract can only be purchased **AFTER** the purchase of a product.

2. Ferrari electronic AG Support Ticket

If you do not want any of the support variants described above and still need support, you have the possibility to purchase a Ferrari electronic AG Support Ticket. This ticket grants you direct access to our support team for a period of 14 days, where your problem will gladly be taken care of.

The Support Ticket can be acquired directly at Ferrari electronic for a retail price of 250 EUR (excl. VAT).

Support Ticket

Support via phone, fax and email

(Mondays - Fridays; 09:30a.m. - 4:30 p.m.; receive a reply within 24h)



