



Hardware & Software Maintenance Agreement

ChyronHego stands behind our products with software and hardware support included with the initial product purchase. After the expiration of the factory supplied warranty period, ChyronHego offers a choice of solutions with continued Hardware Maintenance Agreement (HMA) and Software Maintenance Agreement (SMA). Many solutions require updated software or replacement hardware, which is why we recommend keeping support agreements active. With Maintenance Agreements, uninterrupted technical support is provided in order to keep your products working as designed, allowing you to focus on content and creativity.

With a ChyronHego Hardware Maintenance Agreement (HMA), our skilled support staff will be there when you need us. An HMA allows you to obtain replacement parts during the coverage period for a single covered system, excluding any third party peripherals or parts. Replacement hardware is normally shipped out the same or following business day, depending on when the order is received. Customers in the US and UK also have priority access to next business day spare parts if required for mission critical failures.

A ChyronHego Software Maintenance Agreement (SMA) provides you with the latest software release during the coverage period for a single covered system (or software), excluding any third party software. With an SMA in place, our skilled support staff will engage with you with the highest priority. Tools such as remote diagnostics can be deployed to assist. Software updates ensure your product solution is current, helping to keep your operating costs under control, and are available by contacting ChyronHego Technical Support. Note that software updates are targeted for customers operating current hardware configurations. Older systems may not be able to use any or all of the latest updated software functionality without upgrades to existing hardware.

Regionalized Support

ChyronHego Technical Support Engineers are available to assist you with any issues you might have during the hours of 8:00AM through 8:00PM EST. Emergency telephone support is also provided 24 hours a day, 7 days a week, 365 days a year. In addition, all ChyronHego customers have access to online resources such as technical documentation, product knowledge base and user forums.

To obtain service in The Americas, contact ChyronHego US at:

+1.631.845.2132 or +1.888.4.Chyron or by email at: <mailto:support@chyronhego.com>

To obtain service in Europe or Asia, contact ChyronHego EMEA at:

+44.(0).208.8679.055 or by email at: <mailto:emeasupport@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 SMA/HMA contract number will be required.



Maintenance Agreement Offerings	No Agreement	SMA	HMA
Business Hours Phone Support	✓	✓	✓
Access to online support forums	✓	✓	✓
Access to Product Knowledge Base	✓	✓	✓
24/7 emergency phone support	✗	✓	✓
Live Chat during normal business hours	✗	✓	✓
Software updates and upgrades (requires most current hardware)	✗	✓	✗
Access to Support Portal	✗	✓	✓
Remote Access diagnostics	✗	✓	✓
Defective hardware replacement	✗	✗	✓
No charge In-Factory system and keyboard repair	✗	✗	✓
Access to next business day spare parts (US and UK only)	✗	✗	✓