

ProTek PROGRAM DETAILS

NewTek understands the importance of your production and we are here to ensure nothing lets you down when it matters most. NewTek provides the very best in support, making sure your voice through video is always heard.

We're sure that you'll enjoy years of successful productions with your NewTek live production system and accessories. Selecting ProTek for enhanced coverage is an effortless way to gain even more confidence and protection. Here are the ProTek Program details:

ProTek SM Global Support	Warranty Free	ProTek Prime Optional	ProTek Ultra Optional
Product Warranty Physical products are protected from defects in workmanship and materials, under normal use and conditions, for a period of one year from the original invoice date at no additional charge. This warranty may be extended through the ProTek program. NewTek agrees, at its option during the warranty period, to repair any defect in material or workmanship or to replace product of equal value in exchange without charge. Such repair or replacement is subject to proper product registration, verification of the defect or malfunction and proof of purchase as confirmed by showing the model number on original dated sales receipt.	1st Year	✓	✓
System Setup Customers may request assistance with initial system setup by sending a request to cs@newtek.com . Links to articles, step-by-step guides and videos will be provided.	✓	✓	✓
Access to the NewTek Knowledge Base Unlimited access to the NewTek Knowledge Base which contains hundreds of articles, how-to videos, and other valuable resources.	✓	✓	✓
Priority Hardware Repair ProTek customers receive priority hardware repair.		✓	✓
Chat Support, 24x5 Customers access Global Support via chat. Product name, serial number and ProTek ID number is required for chat assistance. Chat support is provided 24 hours/day, 5 days per week. Target for response is within 48 hours of initial request.		✓	✓
Remote Hardware Diagnostic Service ProTek technician may offer a remote diagnostic session to assist in troubleshooting and diagnosis of your hardware issues. This service is provided on an as needed and scheduled basis.		✓	✓

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<p>ProTek Program Upgrades ProTek was designed to provide coverage during the life of your NewTek product. If you purchase ProTek within the initial warranty period, coverage must be backdated to match the product registration. If product is out of warranty, there will be a reinstatement fee. Once in the ProTek program, you may upgrade or downgrade your services at the beginning of the contract period. Contact your reseller or NewTek for additional information.</p>		✓	✓
<p>Product Training Discount on NewTek University Classes</p>		25%	75%
<p>1-Hour Emergency Telephone Support 24x7 Access ProTek Global Support 24x7 via telephone. Target response time is 1-hour from initial request. English language support. Product name, serial number and ProTek ID number is required for telephone assistance.</p>			✓
<p>Expedited 4-Hour Service Resolution Goal We will do our best to provide a resolution within four hours of your initial request.</p>			✓
<p>Priority Que for Support Inquiries</p>			✓
<p>Advanced Hardware Replacement Reduce downtime by receiving a factory-reconditioned replacement product in lieu of returning your initial product for repair. Advanced exchange saves you significant downtime. This service is provided at NewTek’s discretion. *</p>			✓

* *Note:* If a product has reached its End of Service date, product repair, replacement and advanced exchange will be made on a 'best effort' basis for products covered under ProTek.