



# ProTek Support

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Support you can rely on; from a name you can trust



# What is ProTek Support

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.

ProTek offers customers support above the standard warranty:



**ProTek Prime**



**ProTek Ultra**

Visit [newtek.com](http://newtek.com) for more information  
about ProTek Support



Which  
products are  
covered by  
ProTek?



TriCaster® Products



Control Surfaces



3Play® Products



NewTek Remote  
Storage



NewTek Talkshow®



NewTek Connect  
Products

# ProTek Support Tiers

Compare the ProTek Support Tiers to understand which is right for you.

Support Element	Warranty	Prime	Ultra
	Free	Optional	Optional
Hardware Warranty	1 <sup>st</sup> yr	✓	✓
Email Support 24 x 5	✓	✓	✓
Priority Hardware Repair		✓	✓
Chat Support 24 x 5		✓	✓
Remote Hardware Diagnostic Services		✓	✓
Discount on NewTek University classes		25%	75%
1-Hour Telephone Support 24 x 7			✓
Expedited 4-Hour Service Resolution Goal			✓
Priority Queue for Support Inquiries			✓
Advanced Hardware Replacement			✓

# ProTek Elements Explained

## Support Element

## Warranty

## Prime

## Ultra

Free

Optional

Optional

### Initial 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. 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.

1<sup>st</sup> yr



### Email Support, 24x5

Customers access Global Support via email. Support can be contacted by email **cs@newtek.com** who operate 8am-5pm CST, CET and ICT.



# ProTek Elements Explained

Support Element	Warranty	Prime	Ultra
	Free	Optional	Optional
<b>Extended Warranty</b> Extension of the initial hardware warranty during the ProTek covered period.		✓	✓
<b>Priority Hardware Repair</b> ProTek customers receive priority hardware repair.		✓	✓
<b>Remote Hardware Diagnostic Service</b> 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.		✓	✓
<b>Discount on NewTek University Classes</b> ProTek customers will received discount on all classes in the NewTek University portfolio		25%	75%

# ProTek Elements Explained

## Support Element

## Warranty

## Prime

## Ultra

Free

Optional

Optional

### 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.



### Expedited 4-Hour Service Resolution Goal

We will do our best to provide a resolution within four hours of your initial request.



### Priority Queue for Support Inquiries

Expedited handling of all Ultra support inquiries



### 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. Advanced exchange is provided at NewTek's discretion.\*



\*NewTek Remote Storage is not eligible for Advanced Exchange



# How does ProTek work?



All programs run for a period of one year. To purchase additional years, simply increase the quantity of ProTek items on your purchase order.



ProTek is designed to provide coverage during the entire life of your NewTek product. Most customers purchase ProTek at the same time as the covered NewTek Product. If ProTek is purchased after registration of the NewTek product but within the initial warranty period, coverage must be backdated to match the product registration date.



If the warranty period has expired, there will be a reinstatement fee in order to provide ProTek coverage. Once in the ProTek program, you may upgrade or downgrade your services at the beginning of the next contract period.