

Crystal Vision Limited

App Support Conditions

(May 2020)

Introduction

App support will be provided for 12 months free of charge with the purchase of each MARBLE-V1 with an app installed. It is available after the initial year as a chargeable item. If support is allowed to lapse it must be renewed from the date it lapsed. App support is linked to the serial number of the MARBLE-V1 hardware that the app is installed on and should be purchased for each individual MARBLE-V1.

App support includes:

1 Software upgrades for new features and bug fixes

Features added to the app will be available to those who have app support. App support is also required for non critical bug fixes.

2 Software upgrades for control

Periodic software upgrades to allow control by common station control software and to follow SMPTE control standards where appropriate. In some cases control software will be written and updated to work with individual installations.

3 E-mail and telephone support

Technical e-mail and telephone support for operating the equipment and for the equipment's interaction with the IP network. Help will be given with investigations into incompatibility with other manufacturers' equipment on the network. Support will be available between the hours of 8:30 and 17:00 (UK time), Monday to Friday (excluding UK public holidays) and between the hours of 8:30 and 17:00 (EST) in the USA. Requests for technical support should be sent by email to support@crystalvision.tv.

What happens without support?

App support will be supplied for the first year of ownership.

When support runs out:

- 1 There will not be software upgrades unless there is a major bug that makes the app unusable.
- 2 If there is a request for technical support, customers will be provided with all the relevant documentation (manuals, quick start guides and protocol information). There will be no attempt to debug the system or give specific advice.