

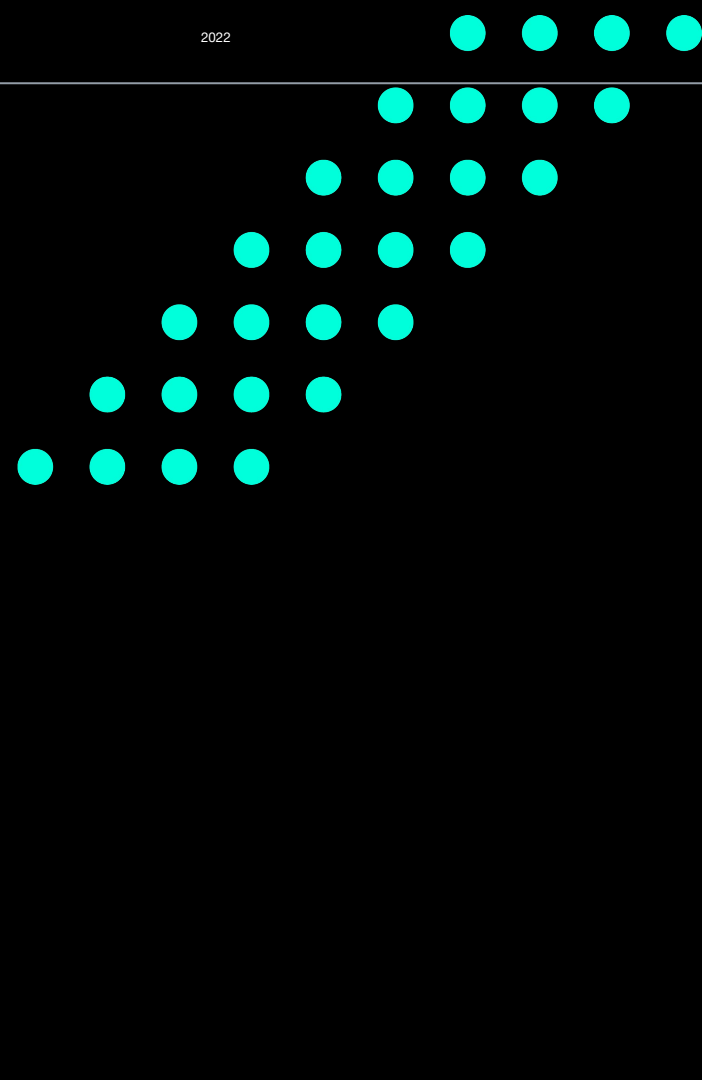


# Support Packages

Q2 2023



# Standard & Premium Warranties



# What and why

Disguise enables creative and technical professionals to imagine, create and deliver spectacular visual experiences.

With over two decades powering the most technically ambitious live shows, we know the challenges of working in high stake environments.

Our support packages have been curated to ensure that every customer receives a seamless experience on all shows.

# Standard & Premium Warranties

## Standard

Standard warranties provides the option to extend their warranty to cover free parts, labour and return shipping.

It also includes paid-for hardware servicing, telephone software support and e-learning.

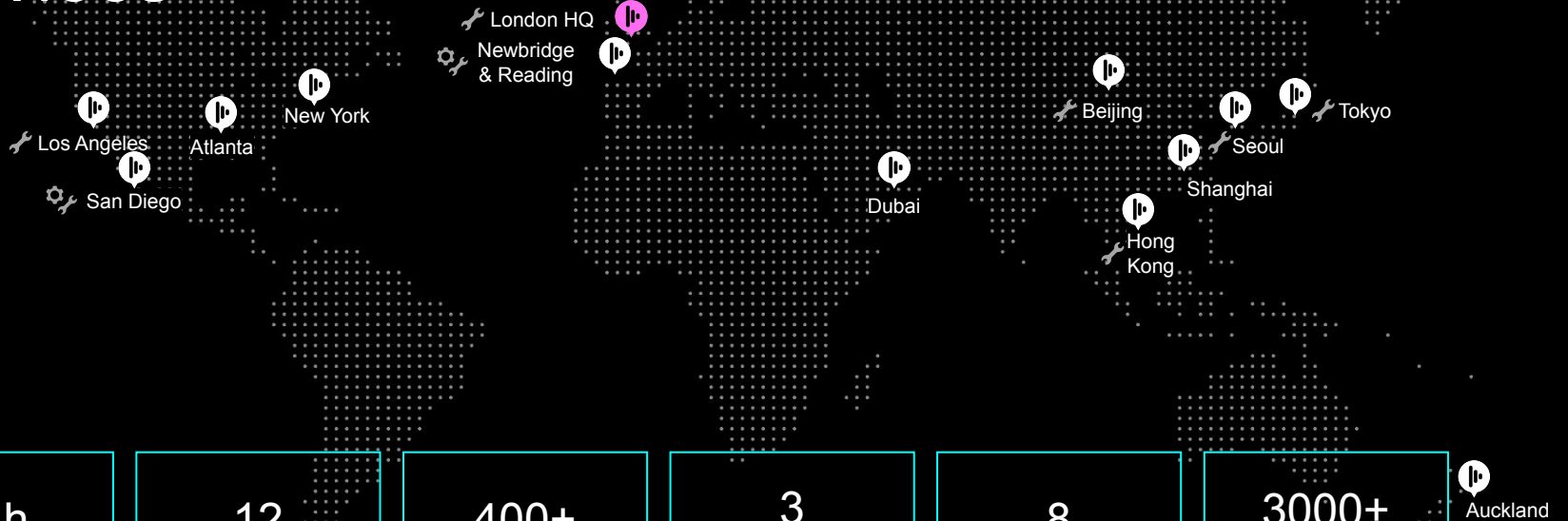
## Premium

Premium warranties include all the benefits of standard warranties.

They also include worldwide product cover with loan units provided; free parts, labour and return shipping; an optional flight case for 4U servers free-of-charge; and dedicated in-person or virtual support and training.

Both standard and premium warranties can only be extended for a total period of 5 years only.

# Global, expert support & services



**24h**  
Global Support


**12**  
Offices

**400+**  
Partners

**3**  
Manufacturing sites

**8**  
Service centers

**3000+**  
Operators trained annually

 Manufacturing Site

 Service Centre

# Standard Warranty

## Standard Plan

		2 years*	3 years	4 years	5 years
Hardware (px / rx / EX 3) \$750/ year	Extended warranty: free parts, labour and return shipping.	FREE	\$750	\$1,500	\$2,250
Hardware (MX MOVE)	Extended warranty: free parts, labour and return shipping.	FREE	FREE	\$750	\$1,500
Hardware (gx / vx) \$1,500/ year	Extended warranty: free parts, labour and return shipping. Includes VFC cards shipped with unit (except IP-VFC)	FREE	\$1,500	\$3,000	\$4,500
IP-VFC	Standard warranty only. No extension can be applied	FREE	N/A	N/A	N/A
Fabric (switch only)	Standard warranty only. No extension can be applied	FREE	N/A	N/A	N/A

\* B Stock support is free of charge for one year only

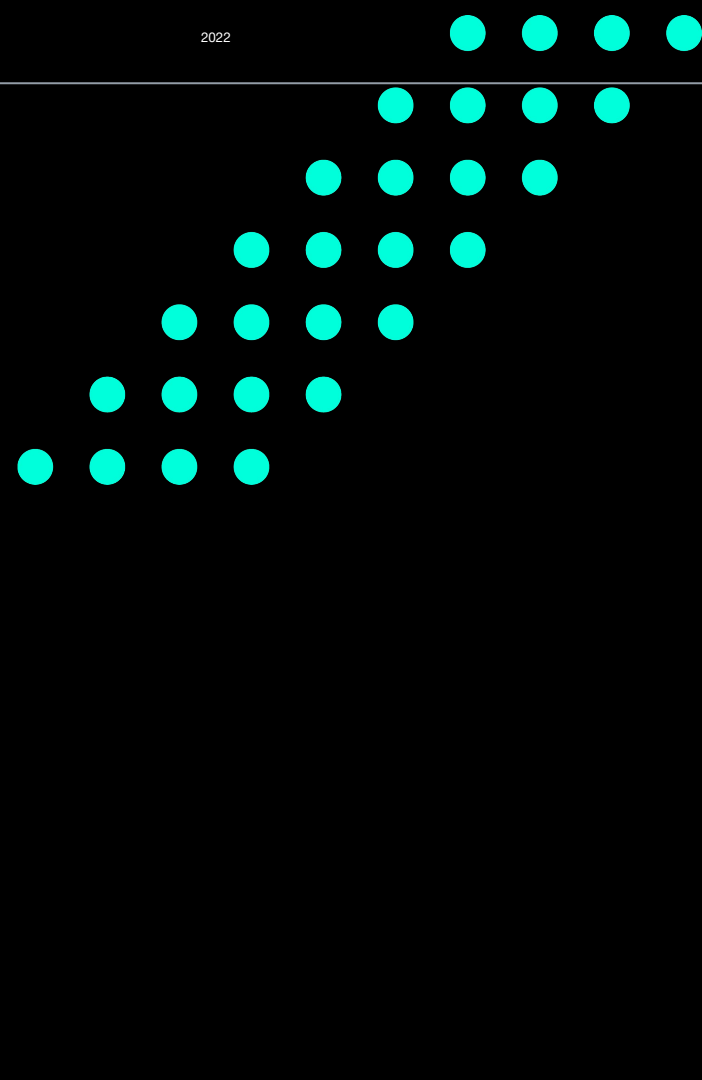
# Premium Warranty

## Premium Plan

Premium Plan		2 years*	3 years	4 years	5 years
Hardware px / rx / EX 3 / MX MOVE) \$1,250/ year	Worldwide product cover (loan unit supplied)  Extended warranty: free parts, labour and return shipping.	<del>\$2,500</del> \$1,250	\$2,500	\$3,750	\$5,000
Hardware (gx / vx) \$2,500/ year	Worldwide product cover (loan unit supplied) including optional FOC flight case for 4U servers with custom inserts.  Extended warranty: free parts, labour and return shipping. Includes VFC cards shipped with unit (except IP-VFC)	<del>\$5,000</del> \$2,500	\$5,000	\$7,500	\$10,000
IP-VFC \$750/ year	Worldwide product cover (loan unit supplied)  Extended warranty: labour and return shipping	<del>\$1,500</del> \$750	\$1,500	\$2,250	\$3,000
Fabric (switch only) \$1,000/ year	Worldwide product cover (loan unit supplied)  Extended warranty: labour and return shipping	<del>\$2,000</del> \$1,000	\$2,000	\$3,000	\$4,000

Discounted by 50% in Year 1 + Year 2

# Standard & Premium Support





# Standard Support

## Standard Plan

Standard Plan		Cost
Project Support (Telephone and email support)	Non-critical - guaranteed response within 3 to 5 days (24 hours a day, 5 days a week) Critical - guaranteed response within 24 hours (24 hours a day, 7 days a week)	FREE
Training	E-learning modules	FREE
Hardware Service	Full diagnostic/report, system clean and new filters VFC cards checked and firmware updated	\$2,000

# Premium Support

Premium Plan		Cost
Project Support (Dedicated support packages)	Remote On site Critical	\$1,250 / day* \$1,875 / day* \$2,500 / day*
Training (Dedicated training packages)	Remote: 3x Virtual Q&A/Assessments (2 hours each) Standard course (1 day, max. 6 people)	\$750 \$500
	Disguise office: Standard course (1 day, max. 6 people) Specialist course* (3 days, max. 4 people)	\$1,000 \$6,000
	Client office: Standard course (1 day, max. 6 people) Specialist course** (3 days, max. 4 people)	\$1,000 \$8,000
Hardware Service	Full diagnostic/report, system clean and new filters VFC cards checked and firmware updated HDDs replaced and configured	\$2,750

\* Does not include travel, accommodation and per diems

\*\* Specialist courses include xR, VP and broadcast