TELVUE®

WE SHARE YOUR VISION™

TelVue® Care™

Extend Your Team

Our TelVue® Care™ Maintenance Warranty is a comprehensive support and maintenance program for your TelVue Hardware.

TelVue Care Gives Your System:

- Access To Application Software Updates
- Hardware Support & Maintenance
- Application Software Technical Support
- Email Support – Business Hours
- Channel Off Air Emergency After-Hours Telephone Support
- Self Install Support
- Online Trouble Ticketing

All TelVue hardware includes a one-year server hardware warranty.*
With TelVue Care, you can get four more years of the same worry-free warranty.

Contact your TelVue representative today to sign up and get the backing of an industry leader behind your system!

*Some conditions apply, see reverse for details.

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TelVue® Care™

TelVue Corporation (TelVue) will at its option, either repair, replace or upgrade software and/or firmware on any product manufactured by TelVue which proves to be defective in materials or workmanship or fails to meet the specifications which are in effect on the date of shipment or such other specifications as may have been expressly agreed upon in writing for a period of one (1) year from the date of original purchase. With TelVue Care, you can extend these terms for up to four additional years. Certain products that are not manufactured but are resold by TelVue will carry the original OEM warranty for that product. The customer will be responsible for shipping costs to TelVue.

This warranty does not cover damage resulting from (i) use or installation other than in strict accordance with manufacturer's written instructions, (ii) disassembly or repair by someone other than the manufacturer or a manufacturer-authorized repair center, (iii) misuse, misapplication or abuse, (iv) alteration, (v) lack of reasonable care or (vi) acts of God.

A $500 reactivation fee will apply to a lapsed warranty for TelVue Care on equipment.

TelVue Care
Access To Application Software Updates
Hardware Support & Maintenance
Application Software Technical Support
Email Support – Business Hours
Channel Off Air Emergency After-Hours Telephone Support
Self Install Support
Online Trouble Ticketing

TelVue® Corporation is a broadcast technology innovator and leader that helps video broadcasters automate their channels, expand their audiences across multiple screens, and broaden their ability to monetize their content. TelVue's professional quality broadcast equipment and cloud video services include all-in-one digital broadcast servers, ad servers, live and VOD Internet streaming, multi-user contribution and transcoding, hosted broadcast, broadcast program sharing, and web-based digital signage. TelVue serves the local origination and leased access needs for 9 of the top 10 MSOs and over 100 cable & telco TV operators, powers over 2,500 hyperlocal and PEG channels, and delivers local programming to over 50 million households.

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