

Datacolor® Retail Support Service

Sell more paint with a well maintained Datacolor Paint system and protect against unexpected software or hardware issues.

Levels	Basic	Preferred	Premier
	Included with the purchase of Datacolor Paint software or instrument	Remote support with application specialist taking control of your system	For critical operations that can not afford any downtime, program includes loaner instrument
Guaranteed Response Time	24 hours	8	4
Support Hours per Year	0	2	5
Access to Support Web Site (FAQ & Videos)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
First Tier Technical Support	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Live Web Application Support		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Live Telephone Support	<input checked="" type="checkbox"/> Limited to 15 minutes (per incident)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Online Software Validation	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

High Level Application Support	Basic	Preferred	Premier
Email notifications of promotions & available updates	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Remote Training	-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Software Configuration	-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Database Installation	-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Software Update & Upgrade Installation	-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Hardware Support / Service	Basic	Preferred	Premier
Access to Loaner Instrument	-	-	<input checked="" type="checkbox"/>
Instrument covered 100% Parts and Labor	-	-	<input checked="" type="checkbox"/>