GRASS VALLEY GROUP

Dear Valued Customer,

Now that we have transitioned from Tektronix to the new Grass Valley Group we feel it is important to communicate our policy regarding long-term product support. Grass Valley Group is committed to supporting our products long after product phase-out.
This process, known as Long Term Product Support, or LTPS, is the length of time following the end of production of a product for which service, materials and/or repair capability is supported. LTPS is measured in calendar years, beginning at the end of the calendar year in which the product is discontinued.

There are three stages of LTPS and the number of years is determined by the product category.

Grass Valley Group Storage Products- 5 years
All other Grass Valley Group Products- 7 years

Stage 1: Years 1, 2, & 3

Board exchange and/or repair.
(Board exchange or repair is at the discretion of Grass Valley Group)

Stage 2: Years 4 & 5

Board exchange and/or repair as subject to availability.

Stage 3: Years 6 & 7

Support is by commercially reasonable efforts.

In order to continue to provide quality, worldwide support for LTPS products, it may be necessary for Grass Valley Group to partner with a qualified 3rd party service provider from time to time during the LTPS stages. Grass Valley Group will select a provider best suited to deliver the level of service to meet our LTPS support philosophy. Our goal is to provide you with the best possible support during the LTPS period.

If you have any questions please call your Grass Valley Group Account Manager, or call Customer Service at 800-547-8949 or (530-478-4148) for a detailed explanation.

Regards,

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