

EDIUS Pro 8

Edit Anything. Fast



Dear Valued Customer

Grass Valley currently provides a 90-day warranty on EDIUS software. In addition, we offer a chargeable EDIUS Elite Support Agreement to our broadcast clients to provide 24/7 support after the warranty expires. Users choosing not to purchase a separate support agreement can access information in the public domain via YouTube or the online EDIUS user forums to obtain answers to the most common questions.

To cater to our non-broadcast customers Grass Valley is now offering, for a fee, an additional telephone and email-based annual Support Agreement (EDIUS Care).

Below is a comparison of the two EDIUS Support Agreement offerings:

	EDIUS Care Support Agreement	EDIUS Elite Support Agreement
Coverage Period & Language	1 Year English only (other languages at GV discretion)	
Products	EDIUS Pro/Workgroup	EDIUS Pro/Workgroup, STRATUS Connect, K2 Connect
Call Center Access	9x5	24x7
Email Support	Yes	Yes
Response Time	Best effort	Non-critical: 8 hours Critical: 4 hours
Exclusions	Support Agreements include software UPDATES, but do NOT include software UPGRADES	

Grass Valley is offering an EDIUS Care support agreement, at no charge, to the first 10 customers who sign up by July 31, 2016. The term of this promotional support agreement will start at sign-up and end on December 31, 2016. All promotional support will end on December 31, 2016. The only support, including telephone support, provided after December 31, 2016 will be to customers who have purchased EDIUS Care or EDIUS Elite support agreements.

If you would like to take advantage of this offer, please send an email to EDIUScare@grassvalley.com providing your name, email address, EDIUS version / serial number and country of purchase. All applications will be dealt with on a first-come, first-served basis.

Many thanks for your continued support.

Yours faithfully

The EDIUS Support Team

