

# Support Guidelines.

**AXIS S11-Series and Axis Desktop  
Terminals.**

# Contents

Definitions	3
Who to contact for support?	3
Service Level offering based per product	3
When is Next Business day support applicable?	4
When is, onsite support dispatched?	4
What is covered in the support process?	4
-Onsite Support	4
-Technical Support	4
-Keep your Hard Drive service	4
-Relocation.	4
Installer recommendations	5
-Authority to Grant Access.	5
-Cooperate with AXIS Technical Support and On-site Technician.	5
-On-Site recommendations.	5
-Full System Check	5
-Data Backup Recommendations	5
Closure of case	5

## Definitions

### Installer

The parties whom are responsible to maintain functionality and or technical support for the AXIS S11-Series and AXIS Desktop terminals or can also refer to the party who has opened an AXIS online support case with AXIS Technical Support.

### On-site support

A Support representative whom is dispatched to the same location as the faulty unit to make repairs to the unit in question.

### NBD

Next Business Day where an On-site support representative is able to attend.

### Dispatch

A dispatch is when parts and an On-site-support representative have been authorized to attend site.

### Site

A reference to the location where the security system is located.

## Who to contact for support?

The Installer shall always contact AXIS Technical Support when technical support is required on an AXIS Network Video Recorder. AXIS technical support can be contacted via the online [support portal](#)

Please note the following information is required for faster assistance.

- Service Tag # or Serial # example *B8748W0, HW030B8748W0*
- Description of issue and any error codes that are present.
- Screenshot, Photo or Video of issue.

## Service Level offering based per product

### Service Level

	AXIS S9002 MKII	AXIS S9101	AXIS S9201 MKII	AXIS S1116 MT	AXIS S1116 Racked	AXIS S1132	AXIS S1148 (All variants)
<b>4HR</b>							
<b>NBD</b>	<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>

Availability may vary by Geographical location.

## When is On-site support applicable?

NBD support is applicable when a hardware error/malfunction has occurred on an AXIS Network Video Recorder and an AXIS Technical Support engineer has verified and authorized that onsite support is necessary.

## When is, On-site support dispatched? \*

An AXIS Technical Support engineer needs to confirm that a hardware error/malfunction has occurred and that a component needs to be replaced before an onsite support representative can be dispatched. To be able to achieve this, initial troubleshooting needs to be performed by an AXIS Technical Support Engineer and the installer. On-site support can be dispatched the next business day.

Before On-Site support will be dispatched the following information will be required for the site that contains the faulty unit.

- Contact Person
- Telephone number
- Address

On-Site support can normally only be authorized between 09:00am – 16:30pm local time via the AXIS helpdesk or phone this may vary by region, excluding weekends and public holidays. If a change of time is requested for the dispatch AXIS Technical Support need to be contacted to arrange this.

## What is covered in the support process?

### On-Site Support

On-Site support only covers replacement of faulty parts/hardware in accordance with Axis' Warranty. Availability of On-Site support options and response times may vary by geographical location. Warranty is only valid in the country where the product was purchased. If the product is shipped to another country AXIS Technical Support should be informed so that a TAG transfer can be performed.

### Technical Support

AXIS Technical Support engineers will assist with any configuration changes needed on the system to get a fully operational system.

AXIS Technical Support will only cover configuration as it was intended out of the box. Any other alterations and or customizations are not covered.

### Keep your Hard Drive service

“Keep your hard drive” is a service that allows you to hold on to a faulty hard drive and thus retain complete physical control of a failed drive to ensure that classified, proprietary or sensitive data is secured.

If after completion of standard diagnostic procedures, it is determined that the system has a faulty hard drive, the Keep Your Hard Drive service allows you to keep the faulty hard drive and receive a replacement drive installed by an On-Site support at the Site.

#### Relocation.

The On-Site support is not available at all locations. To supply the support to relocated AXIS Network Video Recorder is subject to local support availability and may be subject to additional fees, and to inspection and recertification of the relocated AXIS Network Video Recorder at the current time and materials consulting rates. Installers are recommended to provide sufficient and safe access to the Site at no additional cost

### **Installer responsibilities**

#### Authority to Grant Access.

The Installer shall obtain permission for both the Installer and On-Site support to access and use the AXIS Network Video Recorder, the data on it, and all hardware and software components included in it, for providing the On-Site support. If Installer does not already have that permission, it is the Installers responsibility to obtain it, at their expense, before the Installer asks the On-Site support to perform the support.

#### Cooperate with AXIS Technical Support and On-site Technician.

The Installer agrees to cooperate with and follow the instructions given by telephone by AXIS Technical Support and/or the On-Site support. Normally most system problems and errors can be corrected over the telephone as a result of close cooperation between the Installer and AXIS Technical Support.

#### On-Site recommendations.

Where support requires On-Site performance, the Installer (i) should be contactable and or present on site; (ii) must provide free, safe and sufficient access to the Site and the AXIS Network Video Recorder. Sufficient access includes ample working space, electricity, and a local telephone line. Further, a monitor or display, a mouse (or pointing device), and a keyboard must also be provided if the system does not already include these items.

#### Full System Check

The Installer is recommended to be on-site and to perform a full system check after an On-Site support has replaced the hardware components. If for any reason additional technical support is required make sure to contact AXIS Technical Support whom will be able to help.

#### Data Backup Recommendations

Complete a backup of all existing data and programs on all affected systems prior to the delivery of this support. **AXIS Communications AB WILL HAVE NO LIABILITY FOR LOSS OR RECOVERY OF DATA OR PROGRAMS** or loss of use of system(s) arising out of this support or related support activities or any act or omission, including negligence, by AXIS Communications AB or a third-party support provider.

### **Closure of case**

The Installer needs to agree with the On-Site support that the problem is solved and that the case can be closed.