



A CUBE

VOICE LOGGERS PHONE RECORDERS



A CUBE

ARCHIVE - Analog

SOFTWARE SUPPORT CONTRACT

(After Expiry of 1 Year Warranty)

MODEL	SINGLE CALL	1 YEAR	2 YEARS	3 YEARS
USB - 1	150/-	300/-	500/-	600/-
USB - 2	200/-	400/-	650/-	800/-
USB - 4	250/-	500/-	800/-	1000/-
USB - 8	300/-	600/-	950/-	1,200/-
PCI- 8	300/-	600/-	950/-	1,200/-
PCI - 16	400/-	800/-	1,250/-	1,600/-

The Above Rates Are Subject To Change Without Prior Notice.
Service Tax extra, If Applicable

SCHEME FEATURES:

1. Telephone Help Desk / Software Support will be provided to Customer for Trouble Shooting / Re Installation of Software
2. We also provide support through Remote Login. Target Machine should be on Internet
3. Working hours 0930 to 1730 hours Monday through Saturday. Sundays and Declared Holidays not included
4. Software Support Contract is accepted only for ALL our Loggers as purchased by Customer. Software Support Contract for part quantity / items are not accepted.
5. Serial No. of Logger is required to be informed, to avail Service
6. Voice Logging Hardware is not covered under the Scope of this Contract
7. Software Support Contract is accepted for a period of 1 to 3 years. Please select your choice
8. There will be no pro-rata refund of SSC charges: If the use of the product is discontinued mid-contract due to any reason



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ANNUAL MAINTENANCE CONTRACT

(After Expiry of 1 Year Warranty)

MODEL	1 YEAR	2 YEAR	3 YEAR
USB - 1	900/-	1450/-	1,800/-
USB - 2	1250/-	2,000/-	2,500/-
USB - 4	3,000/-	4,800/-	6,000/-
USB - 8	4,750/-	7,600/-	9,500/-
PCI - 8	3,600/-	5,750/-	7,200/-
PCI - 16	6,200/-	9,900/-	12,400/-

The Above Rates Are Subject To Change Without Prior Notice.
Service Tax extra, If Applicable

FEATURES OF AMC SCHEME

1. Both, Voice Logging Hardware and Software Support are included in this Contract.
2. AMC Is accepted for a maximum period of 3 years, after expiry of 1 year Warranty
3. AMC is not accepted for Products OLDER than 2 years.
4. Products up to 2 Years old are accepted under AMC only for a maximum period of 2 years
5. Service Support Contract will become applicable to Products which cannot be covered under AMC
6. Part AMC`s are not accepted. AMC and / or SSC (as applicable) will be accepted only for ALL purchases made by Customer
7. AMC`s are accepted within the scope of this "[AMC CLAUSE](#)" Customers are deemed to have read, understood and accepted the same before making payment for AMC Contract
8. There will be no pro-rata refund of AMC charges: If the use of the product is discontinued mid-contract due to any reason



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This document outlines the TERMS & CONDITIONS under which AMC for A-CUBE VOICE LOGGERS / PHONE RECORDERS are accepted. This Document may also be termed as the AMC CLAUSE

1. Products, which do not fall within the scope of Warranty, can be covered under the AMC Scheme.
2. Each Genuine A-CUBE Product carries with a Hologram with the Product Serial No. mentioned on it. Neither the Product, nor the hologram should be tampered with in any manner. This will render the AMC null and void.
3. The AMC is restricted to the Voice Logger / Phone Recorder unit only. The Connecting Cables and Software CD are not covered under AMC
4. The AMC is accepted subject to the condition that the Product will be used (a) solely for the purpose for which it has been designed. (b) The Conditions for and the use of the product will be normal and proper. © The Product will not be subjected to improper use and / or conditions
5. The product will be provided Clean and Proper Power Supply. There will be no improper / over Voltage / Earthing / Leakage of Power to the Product from the Power Line / Computer / Telephone Lines / EPABX - So as to Short Circuit the product leading to its Brown out or Burn Out. Products, which suffer Brown Out or Burn Out, are not covered under AMC. Vendor decision on Burn out or Brown out of the product will be accepted as final and binding
6. Physical damage to products due to accident or natural calamities is Not covered under AMC
7. Defective Products are to be returned to us in safe, and secure packing. We will dispatch the Repaired / Replaced product within 4-5 working days of receipt at our end. The decision to repair or replace the product will belong to the Vendor. The Vendors responsibility is restricted only to returning a working product. One way Freight will be borne by either party.
8. The Vendors responsibility is restricted only to the maintenance of the product under AMC. Vendor cannot be held responsible for any loss of data or commercial advantage due to the product having turned defective.
9. Award of AMC Contract implies that the customer has read, understood and accepted this AMC Clause