



# Navigator Support Agreement



## Benefits of Navigator Support Agreement

**Choice of term periods**  
1- or 3-year programs

**Unlimited Support**  
Unlimited email and telephone support

**Discounts on Upgrades**  
Discounts on upgrades and additional Xitron services

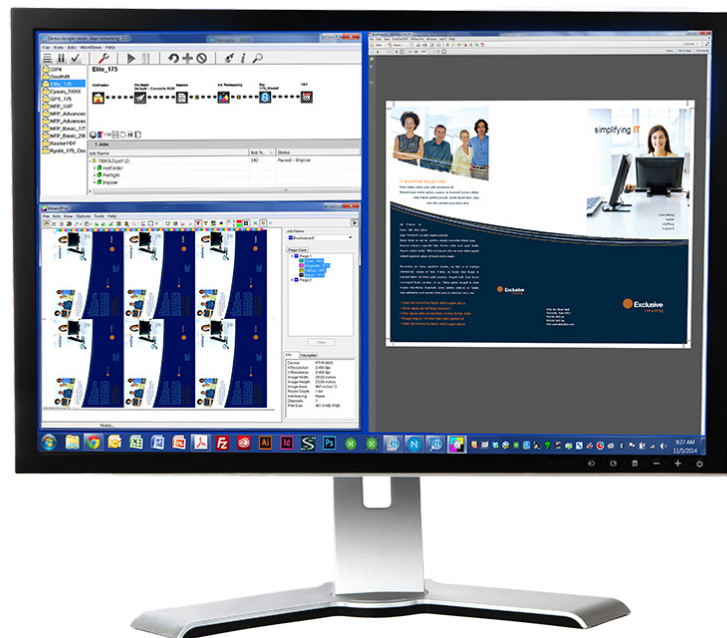
**Protection**  
Protection for your software key and Xitron interface and cables

**Priority Call Handling**  
Support Agreement Users receive priority handling of calls and emails

## Navigator Support Agreement Features

Xitron's support program helps you protect your workflow investment long after the normal warranty period. Xitron support provides all the benefits of the Navigator Support Agreement for either 1-year or optionally for a full 3 years from initial purchase.

Xitron goes the distance in responding to your telephone and email questions. Using advanced Web technology, our specialists can quickly diagnose your problem as if they are sitting right next to you. This means less down time and less overall cost to you.



# Navigator Support Agreement

## Unlimited Phone & Email Support

Xitron customers enjoy unlimited support via telephone and email. Xitron's technical staff is available from 8am until 6pm EST every business day.

## Discounts on Upgrades & Services

Xitron offers discounts on all major software upgrades to users covered by support agreements. Supported customers also receive a **10% or greater discount on both remote and supplemental onsite installation and training.**

## Complimentary Software Revisions

Xitron customers are entitled to "dot" software updates when available. (Shipping & installation charges may apply.)

## Software Key Coverage

Xitron includes replacement coverage on RIP and workflow software key(s). Customers pay only the cost to return the defective dongle to Xitron.

## Interface Card & Cable Coverage

Xitron interface cards and cables are designed to provide years of uninterrupted service. However, should an interface card or cable fail, Xitron customers receive free replacement, paying only for ground shipment to return the

defective parts.

## Priority Support Response

Xitron customers receive top priority in response to their telephone and email inquiries.

*Prices and specifications are subject to change without notice.  
Trademarks are the property of their respective owners.*

