

Ultra Passport



Extended warranty and care plan
for wherever your technological journey takes you

Introduction

The broadcast and media industries are evolving in all areas to adapt to the challenges of competition from OTT, changing user viewing habits, technological advances in image resolution, dynamic range and colour rendition as well as embracing new video over IP infrastructures. Each organisation is finding its own path to the solution it believes will future-proof themselves, to deliver the type of programs that the viewers wish to see and in the way they expect to see them.

The Ultra Passport care plan has been developed to support Broadcasters and media organisations in these challenging times by providing a flexible, simple, hassle-free support and upgrade approach to allow its customers to purchase Omnitek equipment now, knowing that it is a future proof investment.

When designing the Ultra Passport care plan, we asked ourselves, "what are the factors that contribute to 'peace of mind' for our customers". Words such as reliability, certainty, competence, professionalism, rapid response, problem solving, technical support, future-proofed, high availability, value for money, hassle free came to mind.

What you get with a Standard Warranty

Omnitek provide the following support as standard:

- 1-year Manufacturer's Warranty with return to factory repair
- Free software / firmware upgrades for life of product. (subject to hardware compatibility).
- Email support
- Access to public software downloads and support information

Ultra Passport Key Features

The Ultra Passport plan provides the following:

- Peace of mind
- **£3,500 / \$4,200** fixed price for 3-year plan at any time (plan starts at equipment purchase date not plan purchase date)
- **£5,500 / \$8,250** fixed price for 5-year plan at any time (plan starts at equipment purchase date not plan purchase date)
- 3 or 5-year Manufacturer's Warranty with Advanced Service Replacement
- Annual Calibration (Ultra 4K Tool Box & Ultra TQ) (worth £900 / \$1,350 per year)
- Help Desk Portal – giving access to your organisations support requests and issues, beta versions and providing support information not publicly available.
- Advanced Technical Support
- Access to Omnitek's Flexible Upgrade process for 3 or 5-years
- 40% off future software options for plan period (after 6 months of original equipment purchase)
- 25% off upgrades for plan period (available at time of Calibration, not including SPF devices)
- 10% off future equipment purchase during plan period (based on a single Ultra purchase).
- Service Level Agreement (advanced Service Replacement within 7 working days)
- Access to User group / Technical Forum (from Q2 2019 onwards)

Reliability

Omnitek designs its products with reliability and ease of use in mind. This of course assumes that fully skilled users are using the equipment in a known environment with known content. For all other scenarios, and in the event that something serious happens, Omnitek's Support can make all the difference.

With Ultra Passport you get direct access to Omnitek's Support via your own Support Portal and Advanced Service Replacements if our Support Team can't get you up and running remotely.

High Availability

For many organisations, T&M equipment is an essential part of their operation and therefore extended down time can cause serious disruption.

With Ultra Passport, Advanced Service Replacements are only a courier journey away if required and, in many countries, Omnitek's dealers have demonstration units that can be provided in an emergency. For large organisations we can provide near on-line spare units (working, but unlicensed units that can be enable by return of email).

Technological Competence

Omnitek has a highly experienced team of engineers from a range of technological backgrounds and disciplines. The knowledge, skills and experience gained during our design services projects supports our video T&M business which in turn supports our wide customer base.



As an established technology business, Omnitek believes that there is a significant benefit in aiding the education of the broadcast industry. With its exposure to new technological advances, Omnitek are well placed to provide information about these advances as part of its Design Services, through published white papers and editorial in broadcast industry journals.

Professionalism

As an ISO 9000 : 2015 registered company, customer satisfaction is at the heart of Omnitek's normal working practices.



All of Omnitek's sales and support processes are designed to provide the best user experience. As leaders in T&M, we take the time and effort to help educate the industry about best practice.

Backup

Omnitek believe that it should provide the level of technical and operational support required so that its customers can benefit from the full potential of its products. When customer questions, enquiries and issues arise, they should be resolved in a timely professional manner. Software and firmware updates are provided to resolve issues found in the field and add functionality.

Hardware upgrades are made available to allow new connectivity and add functional areas that cannot be accommodated.

Hassle Free

A single line item at time of equipment purchase gives you 3 or 5-years of worry free operation, with all of the benefits and flexibility that the plan offers.



Technological Certainty

In an uncertain world, Omnitek are world leaders in vision and video processing FPGA IP (Intellectual Property) and provide design services for major manufacturers in the vision and video industry and have provided solutions for products throughout the video production chain from 'glass to glass'.

The flexible upgrade available with Ultra Passport means that investing in today's technology does not incur large unwanted future investment when technology and working practices evolve.

Flexibility

All businesses adopt practices, processes and work flows that allow them to deliver products, services and content to their customers, successfully, profitably and on time. Omnitek believe that supporting businesses in the most flexible way is vitally important.

The Ultra Passport flexible upgrade means that customer's investment in one technology can be ported to different platforms using another technology.

Proven Track-record

Omnitek is now in our 20th year and have been solving technological challenges for the customers since day one. With many customers already using their 3rd and 4th generation Omnitek products this indicates our commitment to listening to our customers and providing solutions to meet their needs.



Flexible Upgrade

Omnitek operate a flexible upgrade to allow customers who have purchased one type of Ultra system to exchange it with another type with no penalty. This is limited to the Manufacturers Warranty period of 1 year, but this can be extended to 3 or 5 years.

Trade-up From Classic Systems

For existing classic Omnitek products (including OTM and OTR, 10% discount on Ultra purchases is offered.

Email Support

All current User documentation and diagnostics is available on the Omnitek website. Additional support can be obtained by emailing:

support@omnitek.tv

This is augmented with the Ultra Passport plan by providing the customer help desk portal and a guaranteed service level agreement.

Calibration

Calibration has been required traditionally to compensate for aging analogue components within the equipment. Even in digital equipment there are analogue components such as driver chips, resistors, capacitors and crystal oscillators as well as analogue variables such as temperature and power rail voltages that may have an effect on the digital circuitry especially with high clock rate signals present in video today.

Many organisation's quality system require that all test and measurement equipment is regularly calibrated and does not differentiate between analogue or digital based designs. For critical applications, Omnitek recommend annual calibration of the Ultra 4K Tool Box and Ultra TQ products.

Advanced Service Replacement

Omnitek can provide advanced service replacement units for customers with the Ultra Passport 3-year and 5-year plans. ASR units will be despatched as soon as a fault is diagnosed that requires the unit to be returned to the factory or when a customer's unit need to be returned to the factory for hardware upgrade.

Service Level Agreement

With the Ultra Passport plan we guarantee to respond within 1 working day of receipt of a support ticket received at support@omnitek.tv (subject to service availability). We also aim to resolve support issues within 7 working days where resolution can be fulfilled by hardware advanced service replacement and subject to type and priority of issue raised. Issues relating to equipment operation / performance / software defects, that required a software update, will be scheduled.

Customer Help Desk Portal

Omnitek provide a customer-specific help desk portal to allow organisations to access their product details, support issues and questions as well as providing additional support information that is not publicly available.

The Ultra Passport is ideal for organisations with multiple Ultras and / or multiple installation sites.

User Group / Technical Forum

Omnitek recognises the need and desire for owners and users of Omnitek's products to be able to discuss operational, application and installation issues with their peers. Omnitek will be launching a User group / Technical Forum in 2019 to further support its customers. This will be available to customers who have purchased the Ultra Passport.

Value for Money

The Ultra Passport 3-year and 5-year plans are fixed prices and available as a line items. Many organisations, for budgetary purposes, allocate a proportion of the initial purchase cost per year, for support, maintenance and depreciation.

For a manageable fixed price, the Ultra Passport plan allows the capital value of the purchased equipment to be maintained for up to 5 years.

Example Savings of 3-Year Passport

The following example shows the **£6,500 / \$9,750** possible savings based on Ultra TQ:

£4,200 / \$4,875	40% off software options (£10,500 / \$15,750)
£1,800 / \$2,700	Free annual calibration (based on 2 x Calibrations at £900 / \$1,350)
£1,500 / \$2,250	10% off next Ultra purchase (based on full option Ultra TQ at £15,000 / \$22,500)
£2,500 / \$3,750	for Out of Warranty Unit Replacement (based on worst case material + labour costs)
-£3,500 / \$4,200	Cost of plan

Example Savings of 5-Year Passport

The following example shows the **£6,300 / \$9,450** possible savings based on Ultra TQ:

£4,200 / \$4,875	40% off software options (£10,500 / \$15,750)
£3,600 / \$5,400	Free annual calibration (based on 4 x Calibrations at £900 / \$1350)
£1,500 / \$2,250	10% off next Ultra purchase (based on full option Ultra TQ at £15,000 / \$22,500)
£2,500 / \$3,750	for Out of Warranty Unit Replacement (based on worst case material + labour costs)
-£5,500 / \$8,250	Cost of plan



Ultra Passport Features & Benefits

	Warranty	3-year Plan	5-year Plan
Fixed Price	N/A	£3,500 / \$4,200	£5,500 / \$8,250
Manufacturer's Warranty with return to factory repair	during 1st year	for 3-years ²	for 5-years ²
High-Availability Guaranteed Advanced Service Replacement	No	for 3-years	for 5-years
Annual Calibration Included (Ultra 4K Tool Box & Ultra TQ)	No	for 3-years ¹	for 5-years ¹
Email support	Yes	Yes ¹	Yes ¹
Access to software downloads and support information	Yes	Yes ¹	Yes ¹
Free software / firmware upgrades for life of product. (Subject to hardware compatibility)	Yes	Yes ¹	Yes ¹
Access to Customer-Specific Help Desk Portal	No	for 3-years	for 5-years
Ultra Flexible Upgrade	during 1st year	for 3-years	for 5-years
40% discount on future software options (after 6 months of initial equipment purchase)	No	for 3-years ¹	for 5-years ¹
25% discount on hardware upgrades for plan duration	No	for 3-years ¹	for 5-years ¹
10% discount on next equipment purchase.	No	for 3-years	for 5-years
Service Level Agreement	N/A	Yes	Yes
Access to User group / Technical Forum	No	for 3-years ³	for 5-years ³
Possible Savings		£6,500 / \$9,750	£6,300 / \$9,450

¹ Customer Portal access to support tickets, product information and additional support.

² Advanced Service Replacement while Customer's unit is repaired / upgraded.

³ Available from Q2 2019 onwards.



Take the Omnitek **Ultra Passport** on your technological journey



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About Omnitek

Omnitek is a leading broadcast and AV T&M equipment manufacturer, who through association with industry, develop 'state of the art' products. Omnitek is also a leading independent consultancy company specializing in the design of video products and IP for the broadcast, post-production, digital film, AV, medical, aerospace/defence, automotive and consumer industries.

Omnitek reserves the right to change specifications without notice. Refer to the Omnitek web site for the latest specifications and further information:

www.omnitek.tv

