

Wheatstone Advantage

Extended Support Program For Broadcasters

The Wheatstone Advantage support plan provides enhanced support services designed to make the operation and maintenance of your system as efficient and trouble-free as possible. The Advantage plan is available on a per year basis with cost based upon the system size.

The Wheatstone Advantage plan is available system by system for each Wheatstone system shipped. We can also provide a custom plan for enhanced support for group/region/country applications. Wheatstone has been manufacturing broadcast equipment for over 50 years and we continue to support everything we've ever made. We understand broadcasting and the critical requirement for reliable 24/7/365 operation and we've put together our Advantage Plan to assist you in meeting that goal.

Here's how we can do that:

Loaner equipment

If any of your Wheatstone equipment needs warranty service while under the Advantage plan, Wheatstone will provide a free loaner while your equipment is being repaired. Additionally, for non-warranty repairs loaners are available for rental at a reduced rate.

Expedited repairs

Any equipment sent in for repair will be repaired or replaced within 1 week. Additionally, if the equipment is sent in express overnight, it will be repaired the next business day.

License support

Managing the licenses for software on PCs and equipment is frequently tedious. If a PC needs to be replaced, Wheatstone will normally charge a fee for license replacement. Under the Advantage plan, license support services are free.

Software support

Wheatstone continues to develop the software and firmware in the equipment we make. Critical updates are always available to all customers free of charge. Updates that enhance/improve/add new features are normally charged for. These enhancement updates are available to Advantage customers at no charge.

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Client Support

Modern electronic equipment has gotten quite complex, and while it offers unheard-of flexibility and capability, it does require knowledge and experience to use at its fullest. The Wheatstone Advantage plan includes accelerated access to support services to help ensure that your system is operating as you need it to be. These services include:

24/7 access to support engineers for off-air emergencies.

Any time a critical issue has taken you off-air, our engineers are available to assist you.

24/7 access to our extensive knowledge base.

We've been manufacturing broadcast equipment for many years and have accumulated a wealth of experience in how customers use our equipment and what issues they frequently need help with. There's all sorts of information available for review and download from the knowledge base to get you the answers you need.

24/7 access to our support system.

Clients can use email or our ticketing system. Advantage customers will get a response within 3 business hours.

Extended support hours.

Phone access to support engineers is available from 8:30 Eastern until 5:30 Pacific time, Monday - Friday, excluding holidays. Advantage customers will get a response to their issues within 3 hours. If the issue is a complex one that requires extended support time, Advantage customers will get the first hour free and pay a reduced hourly rate for additional time.

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Client services

Wheatstone can directly provide a number of support services; Advantage clients can purchase this at a discounted rate. These include:

- Remote system log in services for when you need help setting up some features or functions or to diagnose potential problems. — **per hour.**
- Remote system configuration. — **per hour.**
- Remote log in for training. — **per hour.**
- On-site configuration and set-up. — **per day.**
- On-site system recovery/repair. — **per day.**
- On-site training. — **per day.**



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	Wheatstone Advantage Extended Support program for broadcasters	Wheatstone Support Standard support included with every purchase
Replacement for defective equipment in Warranty	Free, if available	Free within first 90 days, if available
Replacement for defective equipment outside of Warranty	\$150 exchange fee plus 5%/week rental, if available	None
In-Warranty repairs	Within 1 week. If sent express overnight it will be repaired the next business day	Within 1 week. If sent express overnight it will be repaired the next business day
Non-Warranty repairs	Within 2 weeks. If sent express overnight will be repaired the next business day	Within 4 weeks. If sent express overnight will be repaired the next business day
Parts purchases	Discount on parts purchases	Retail
License support	Free	Fee for license transfers
Software support, critical updates	Free	Free
Software updates, enhancements	Free	Available for sale
Off-Air emergencies	24/7 access included	24/7 access included
Knowledge base	24/7 access included	24/7 access included
Support ticket system	24/7 access included	24/7 access included
Phone access to support	Included during business hours, 3 hour maximum response time	Included during business hours, Next business day maximum response time
Extended support hours	8:30AM Eastern - 5:30 PM Pacific	8:30AM Eastern - 5:30 PM Pacific
Remote login services for trouble shooting	Discounted rate, first 30 minutes free	Can be purchased
Remote login services for configuration	Discounted rate, first 30 minutes free	Can be purchased
Remote login services for training	Discounted rate, first 30 minutes free	Can be purchased
On-site system recovery/repair	Discounted rate	Can be purchased
On-site configuration and set-up	Discounted rate	Can be purchased
On-site training	Discounted rate	Can be purchased

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