



CORTROL License Warranty

v11062023

The CORTROL Server license is considered a subscription-based license, offering an initial two-years of warranty coverage beginning with the first-time activation.

The two-year warranty coverage includes access and installation of any new versions of the CORTROL software released during the initial two-year coverage period.

Access to technical support for troubleshooting, installation questions, configuration aid, technical documentation, and training videos is not dependent on the warranty status.

Note: Upon a subscription license expiration, the installation will continue to function without interruption.

CORTROL warranty

GANZ CORTROL – Initial 2-year Core warranty

- Active initial 2-year Core warranty**
 - Technical resources
 - Channel add-ons supported
 - Free SW updates
- Expired initial 2-year Core warranty**
 - Server will continue to function
 - Technical resources continue
 - Channel expansion unsupported
 - Free SW updates unsupported
- Renewal, extension of Core warranty**
 - Select 1, 2, 3, 4, 5, 6, 7, or 8-year renewal
 - No back dating required
 - Technical resources continue
 - Free SW updates resume

Premier
Small to Large Scale Installs

Global
Mid to Large Scale and Mission Critical Installs

The following CORTROL Server installations offer an initial primary two-year warranty, with coverage starting upon first-time activation:

- ZNS-Premier9 (*Essentials edition*)
- ZNS-Premier16 (*Essentials edition*)
- ZNS-Premier24
- ZNS-Premier48
- ZNS-Premier72
- ZNS-Premier96
- *ZNS-Premier-UNL (No longer available)*
- ZNS-GStart50
- ZNS-GStart100





CORTROL License Warranty

v11062023

CORTROL channel expansion by way of the channel add-on

GANZ CORTROL – Channel add-on warranty

Active initial 2-year Core warranty

- *Channel add-on's have no inherent warranty*
- *Inherit from the balance of the initial 2yr Core warranty*

Expired initial 2-year Core warranty

- *Channel expansion is unsupported*
- *Expires when initial 2-year Core warranty expires*

Renewal, extension of Core warranty

- *Channel Add-on's will require a matching renewal*
- *Matching renewal to the Core warranty renewal*
- *Select 1, 2, 3, 4, 5, 6, 7, or 8-year renewal*
- *No back dating required*

Premier 1Ch
Small to Large-Scale Installs

Global 1Ch
Mid to Large Scale and Mission Critical Installs

- **Premier:** ZNS-Premier1Ch *MOQ-6 (Minimum order quantity) of no less than six channels per order is required*
- **Global:** ZNS-GL-1Ch *MOQ-6 (Minimum order quantity) of no less than six channels per order is required, effect January 1st, 2024*

CORTROL channel add-on exclusions

The following CORTROL editions are **excluded** from the option of channel add-ons:

- **ZNS-Premier9** *(Essentials edition)*
- **ZNS-Premier16** *(Essentials edition)*

Single-channel add-on warranty

The following CORTROL Server channel add-on options do not include a warranty

- **ZNS-Premier1Ch:** *Warranty coverage not included as it is not considered a license but a feature add-on.*
- **ZNS-GL-1Ch:** *Warranty coverage not included as it is not considered a license but a feature add-on.*

The CORTROL channel add-on feature may inherit warranty coverage from a CORTROL Premier or Global deployment still covered by the initial primary two-year warranty. This translates into the channel add-on feature gaining warranty coverage from the remaining coverage of Premier or Global's initial primary two-year warranty.

- Example: ZNS-Premier1Ch x6 added six months into a CORTROL Premier deployment.
- The ZNS-Premier1Ch x6 will inherit 1 ½ years of warranty coverage from the balance of the initial Premier 2-year warranty.

CORTROL warranty renewal

When renewing a Premier/Global installation warranty, all existing channels, including all channel add-ons, will require coverage via the warranty renewal license.





CORTROL License Warranty

v11062023

CORTROL warranty renewal options

GANZ CORTROL Premier Essentials	GANZ CORTROL Premier	GANZ CORTROL Global Start50/100
ZNS-Premier9 ZNS-Premier16	ZNS-Premier24 ZNS-Premier48	ZNS-GStart50 ZNS-GStart100
ZNS-2AC9 (2-year) ZNS-8AC9 (8-year)	ZNS-Premier72 ZNS-Premier96	ZNS-GL-1Ch 1 Channel Add-on <i>(MOQ-6 Starts Jan 2024)</i>
ZNS-2AC16 (2-year) ZNS-8AC16 (8-year)	ZNS-Premier1Ch 1 Channel Add-on <i>(MOQ-6)</i>	ZNS-1ACG1 1, 2, 3, 4, 5, 6, 7, 8yr opts.
ZNS-U-P9/P16-P24	ZNS-1ACP1 1, 2, 3, 4, 5, 6, 7, 8yr opts.	

- CORTROL Premier9 and Premier16 are considered essential version of Premier
- Renewal is offered in either a two year or eight-year option
 - ZNS-2AC9: *CORTROL Premier9 update plan for 2 years*
 - ZNS-2AC16: *CORTROL Premier16 update plan for 2 years*
 - ZNS-8AC9: *CORTROL Premier 9 update plan for 8 years*
 - ZNS-8AC16: *CORTROL Premier 16 update plan for 8 years*
- Renewal options for Premier24 through Premier96 are offered in yearly increments of 1 to 8 years
 - ZNS-1ACP1: *CORTROL Premier 1 Channel update plan for 1 year*
 - ZNS-2ACP1: *CORTROL Premier 1 Channel update plan for 2 years*
 - ZNS-3ACP1: *CORTROL Premier 1 Channel update plan for 3 years*
 - ZNS-4ACP1: *CORTROL Premier 1 Channel update plan for 4 years*
 - ZNS-5ACP1: *CORTROL Premier 1 Channel update plan for 5 years*
 - ZNS-6ACP1: *CORTROL Premier 1 Channel update plan for 6 years*
 - ZNS-7ACP1: *CORTROL Premier 1 Channel update plan for 7 years*
 - ZNS-8ACP1: *CORTROL Premier 1 Channel update plan for 8 years*
- Renewal options for Global Start50 and Global Start100 are offered in yearly increments of 1 to 8 years
 - ZNS-1ACG1: *CORTROL Global 1 year Support & Updates Plan for 1 channel*
 - ZNS-2ACG1: *CORTROL Global 2 years Support & Updates Plan for 1 channel*
 - ZNS-3ACG1: *CORTROL Global 3 years Support & Updates Plan for 1 channel*
 - ZNS-4ACG1: *CORTROL Global 4 years Support & Updates Plan for 1 channel*
 - ZNS-5ACG1: *CORTROL Global 5 years Support & Updates Plan for 1 channel*
 - ZNS-6ACG1: *CORTROL Global 6 years Support & Updates Plan for 1 channel*
 - ZNS-7ACG1: *CORTROL Global 7 years Support & Updates Plan for 1 channel*
 - ZNS-8ACG1: *CORTROL Global 8 years Support & Updates Plan for 1 channel*





CORTROL License Warranty

v11062023

CORTROL Premier and Global warranty options:

In the following example a customer has a Premier24 installation with no upgrades and an expired initial two-year warranty. The customer would like to leverage the new features available in the latest CORTROL release. An expired warranty will not allow the installation of newer CORTROL releases

- The selected 1yr warranty renewal must cover the existing 24 channels of the Premier installation.
 - The customer will need to purchase part number ZNS-1ACP1 multiplied by 24
 - This equates to a 1yr warranty for the Premier24 installation
 - *Note: the above example would be the same if CORTROL Global was installed*

CORTROL Premier and/or Global warranty with upgrades

In the following example, a customer has a Premier24 installation upgraded with eight channel add-ons, and an expired initial two-year warranty. The Premier24 Server with eight single-channel add-ons, equates to a Premier32-channel installation. The customer would like to leverage the new features available in the latest CORTROL release. An expired warranty will not allow the installation of newer CORTROL releases

- The selected 1yr warranty renewal must cover the existing 32 channels of the Premier installation.
 - The customer will need to purchase part number ZNS-1ACP1 multiplied by 32
 - This equates to a 1yr warranty for the Premier32 installation
 - *Note: the above example would be the same if CORTROL Global was installed*

Additional CORTROL Premier and/or Global warranty examples

Please note the following as it regards the CORTROL Premier and Global channel add-ons:

- How are channel add-ons covered under the CORTROL initial two-year warranty?
 - Example 1: Single-channel add-ons bought at the time of a Premier/Global purchase are covered under the full initial two-year warranty
 - Example 2: Any channel add-on purchased after the initial Premier/Global purchase will be covered under the *remaining balance* of the initial two-year warranty.
 - When purchased six months into the initial two-year warranty, the channel add-ons inherit coverage of 1 and 1/2 years from the original initial two-year warranty.
- How are channel add-ons covered at the time of a CORTROL warranty renewal?
 - Example 1: A one year warranty is needed for a Premier24 installation with no channel add-ons
 - The warranty renewal need only cover the existing Premier24 installation
 - The purchase would require the part number ZNS-1ACP1 multiplied by 24
 - This would equate to a 1yr warranty renewal covering the Premier24 installation
 - Example 2: A one year warranty is needed for Premier24 install with 8 channels add-ons
 - The warranty needs to cover the existing Premier24, plus the 8 channel add-ons
 - The purchase would require the part number ZNS-1ACP1 (1yr renewal) multiplied by 32
 - This would equate to a 1yr warranty renewal covering the Premier32 installation

CORTROL Premier and/or Global License Deactivation/Reactivation

Please note the following as it concerns the deactivation/reactivation of a CORTROL License

- Example 1: CORTROL is installed on a server with a primary hard drive that has failed and will be replaced.
 - The CORTROL subscription license is valid: *There is no charge to deactivate the license*
 - The CORTROL license is expired: *The license subscription must be renewed to proceed with the reset*
- Example 2: CORTROL is installed on a failed server, and will be moved to a replacement server
 - The CORTROL subscription license is valid: *There is no charge to deactivate the license*
 - The CORTROL license is expired: *The license subscription must be renewed to proceed with the reset*
- Note: The warranty status of the server hardware does not affect the status of the CORTROL warranty

