



ZN-AIBOX-STD License Policy

20230804 v1.0.1

ZN-AIBOX-STD/PRO License Policy

The ZN-AIBOX-STD license is considered a “One-Time-Purchase” based license, offering a three-year warranty coverage beginning at time of hardware and / or license purchase.

Warranty coverage

The three-year warranty coverage includes free re-issue of the STD, PRO, and Add-on licenses, in case of ZN-AIBOX-STD hardware failure within the stated three-year warranty coverage period.

License transfer/migration

The ZN-AIBOX-STD utilizes a process called Mac address license binding.

When the STD, PRO, and Add-on licenses are generated, they are bound to the Mac address of the target ZN-AIBOX-STD. This Mac address binding process excludes the option to transfer any STD, PRO, and Add-on licenses from the original target ZN-AIBOX-STD hardware.

ZN-AIBOX-STD failure

Reporting failure and or requesting trouble shooting:

- The ZN-AIBOX-STD MAC address must be reported to and confirmed by CBCA/GANZ support.
- The original STD / PRO / Add-On licensing costs will be charged if the MAC address is not confirmed.

Ganz TSD (Technical Support Department)

Contact information,
1023 Corporate Park Drive,
Mebane, NC 27302
email: support@cbcamerica.com
Tel: +1-919-230-8700

Ganz Technical Support Department

Be sure to ask for GANZ TSD when calling about the ZN-AIBOX-STD

- If calling for a Customer Service issue, please ask for GANZ Customer Service