



**Long-Term
Maintenance**

**Long-Term
Supply**

**Technical
Support**



Long-Term Supply and Support Services by Kontron Modular Computers S.A.S

Innovation and Reliability at Your Service

kontron

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At Kontron Modular Computers, we are committed to providing innovative and reliable modular computing solutions tailored to your specific needs.

Our Long-Term Supply, Maintenance and Support services are designed to ensure the longevity of your technological investments and provide you with optimal peace of mind.

Our Long-Term Supply (LTS) Offering

Why Choose a Long-Term Supply offering ?

Choosing a long-term supply offering with Kontron Modular Computers means ensuring the continuity and evolution of your computing systems.

Our solutions are designed to adapt to technological changes and the growing needs of your business while ensuring optimal compatibility and performance over the long-term.

This is particularly beneficial for defense programs which require robust and sustained support and maintenance over extended periods.

Our Standard Product Life Cycle

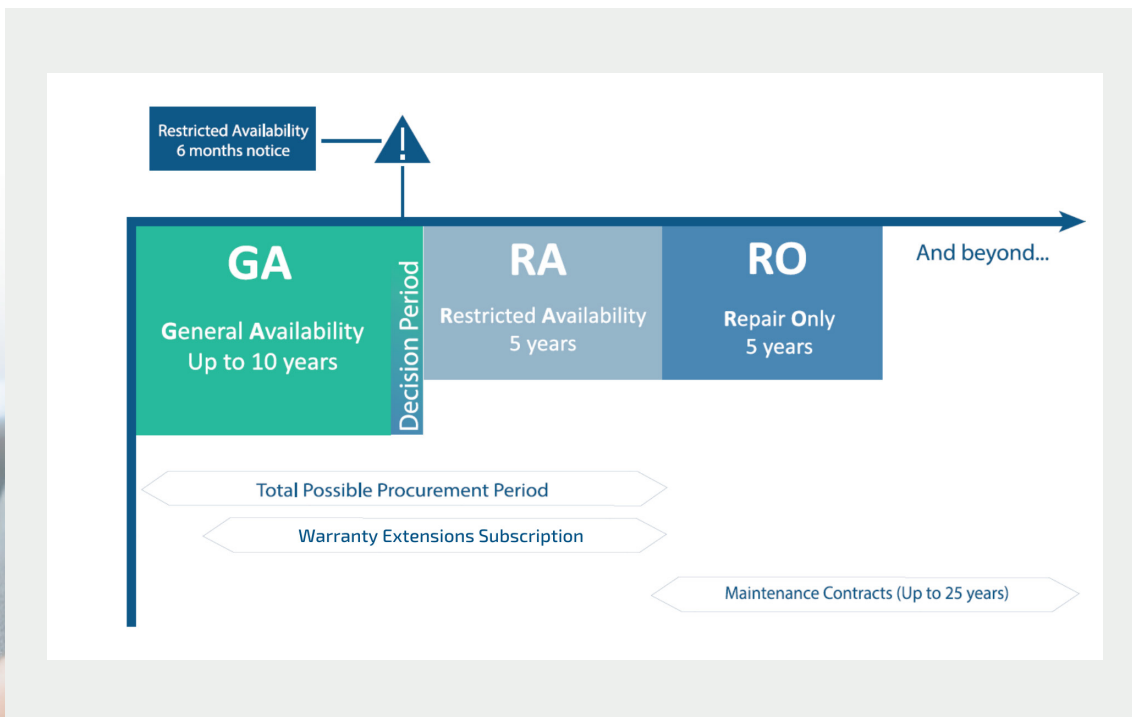
Our Commercial-Off-The-Shelf (COTS) products follow a structured lifecycle divided into successive periods, each with a predefined standard level of support and services:

1. General Availability (GA): products are available for purchase in any quantity at any time, with each delivery featuring the most up-to-date version of the product.

2. Restricted Availability (RA): During this phase, the product continues to be manufactured and delivered to customers under Long-Term Supply services.

Notice: Six months before transitioning to **Restricted Availability**, we notify our customers and outline the product manufacturing plan for the next five years and seek your inputs. To secure your needs, you may choose to purchase in advance or establish a dedicated long-term contract.

3. Repair Only (RO): Following the **RA** period, we retain the expertise, tools and asset management database to provide guaranteed service and repairs for an additional 5 years.



LTS - WATCH

Ensure your Program-specific configurations stay reliable and up-to-date

Our LTS-Watch service ensures the comprehensive management of program-specific configurations of COTS (Commercial Off-The-Shelf) products, safeguarding against potential issues when these COTS products evolve.

We take proactive measures to prevent your configurations from becoming silently obsolete, which could disrupt supply or future fixes.

With LTS-Watch, we go beyond basic monitoring by maintaining an open dialogue with your program team. We actively suggest updates to keep your program's computer baseline aligned with evolving technologies.

This ensures you are always informed about changes or potential obsolescence to your COTS items, empowering your program to make strategic decisions for seamless system technology refreshes with minimal effort.

Subscribing to our LTS-Watch service, you will receive timely alerts whenever there are significant updates to your monitored frozen configurations or referenced E.C. Level configurations.

How LTS-WATCH works

- › Pay a yearly subscription fee.
- › Get notified of important changes to your E.C. Level.

When you receive an alert, you have two options:

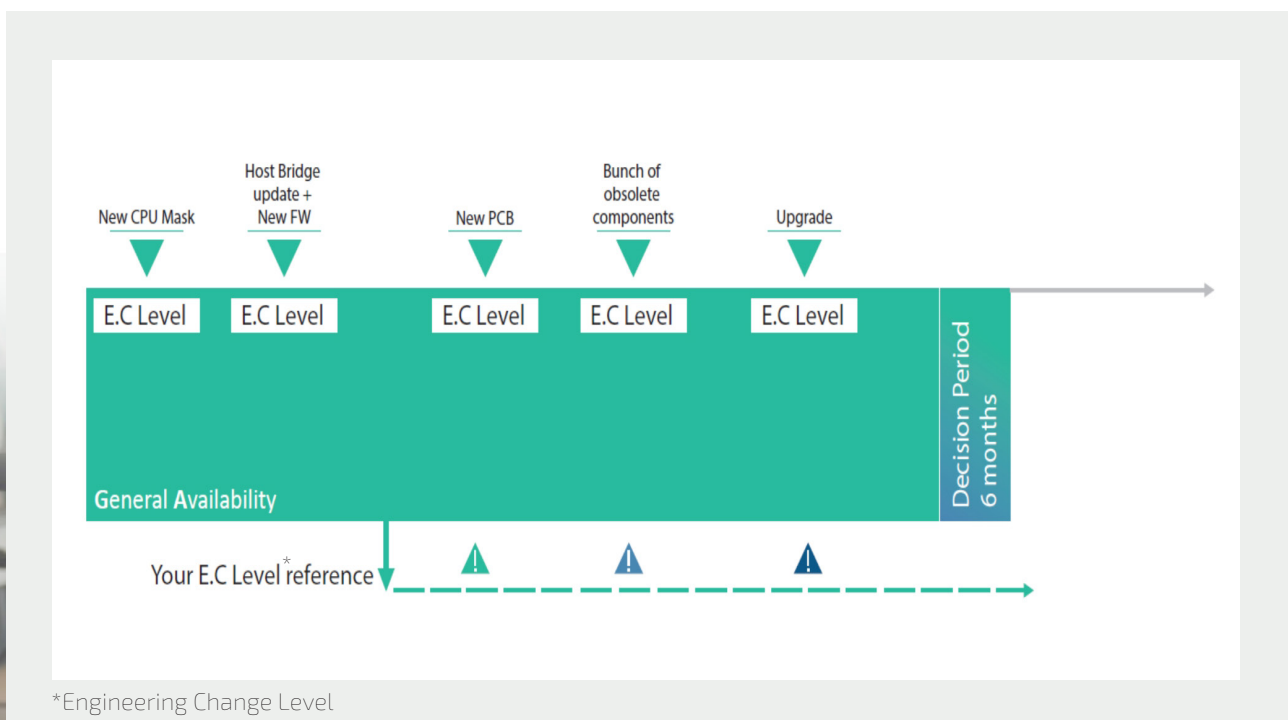
1. Upgrade with ease: Follow the COTS upgrade path. We can assist you with migration through a support contract.

2. Protect your configuration: Enter a LTS Protect plan immediately to secure your current E.C. Level.

For deeper insights, leverage [HTL-PLUS](#) Technical support service to investigate potential obsolescence impacts on your configuration.

Our team can test alternative sources and associated software, providing you with tailored solutions for uninterrupted program operations.

Opt for our services to stay ahead with solutions designed to ensure reliability and efficiency.



LTS - PROTECT

Secure your equipment needs for the Long Term

Worried about product availability when you are not ready to place firm orders? LTS-PROTECT ensures your program's critical equipment needs are met, even when exact quantities are still uncertain. With this service, you can reserve a guaranteed maximum quantity of designated products, ensuring they remain available for up to 5 years after the product's **General Availability (GA)** period ends.

How LTS-PROTECT Works

Reserve your products: Lock in the availability of the exact product version your program requires, even if you are not ready to commit to buying.

Flexible ordering: Order only when you need the products, up to the reserved quantity.

Guaranteed continuity: We maintain the necessary expertise and inventory to ensure uninterrupted access to your reserved products.

Prepaid subscription: Pay an annual subscription fee to keep your reservation active, with no penalties for cancellations.

Delivery assurance: Products are invoiced only upon delivery, giving you financial flexibility.

Key Benefits

Protect against obsolescence: Secure access to your required parts and avoid disruptions in your program.

Stay "Build to Print" ready: Maintain consistency in your designs and systems with the exact product version you need.

Plan with confidence: Reserve products for future needs without overcommitting to quantities.

Flexible, risk-free subscription: Cancel anytime with no penalties, giving you peace of mind and flexibility.

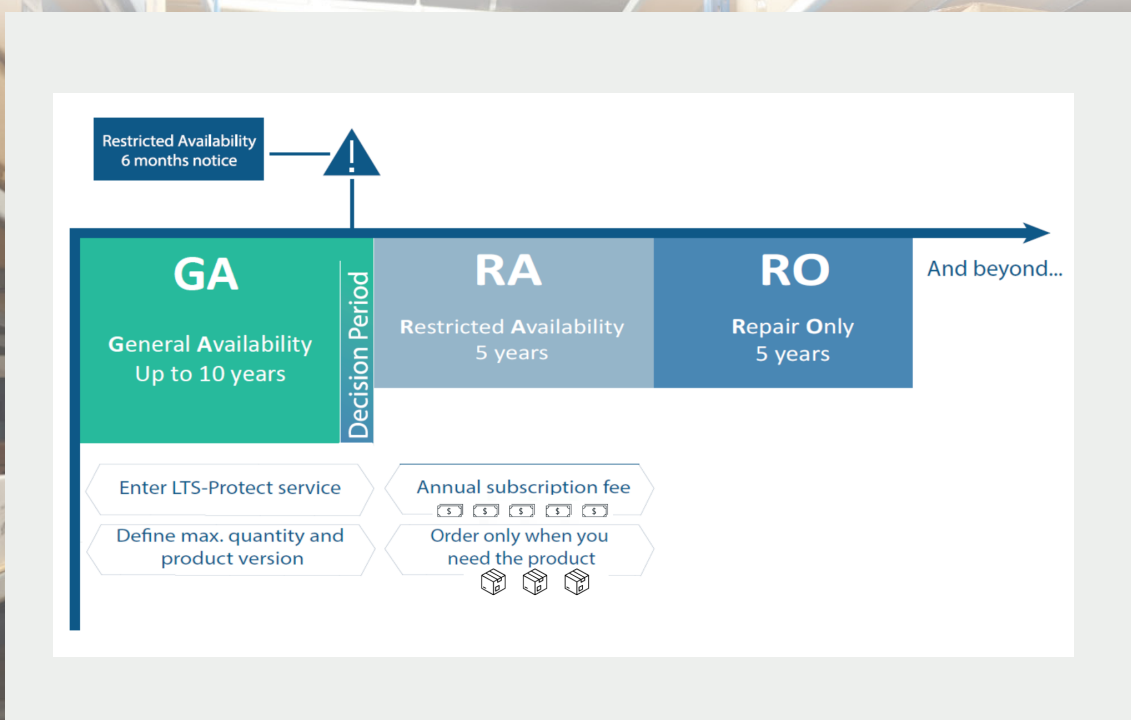
Why Choose LTS-PROTECT ?

- > Extend your access to critical products for up to 5 years beyond the **GA** period.
- > Align procurement with your project timeline and budget.
- > Mitigate risks of obsolescence and maintain program continuity.

Secure your program's future today with LTS-PROTECT. Contact us to learn more or subscribe before the end of the GA period! Sales.KFR@kontron.com

When to Subscribe

To ensure product availability, subscribe to LTS-PROTECT before the product's **General Availability (GA)** period ends.



Long Term Maintenance Services

Extend the Life of Your Products

Need more than the standard warranty coverage? Kontron's Long-Term Maintenance Services ensure your equipment remains supported throughout your program's lifecycle.

From extended warranties to tailored maintenance plans, we have got you covered.

We ensure the repair and replacement of defective components as well as regular inspections to prevent any failures, ensuring the continuous operation of your defense programs.

Warranty Extensions

Give yourself peace of mind with additional warranty coverage

Flexible options: extend your standard 2-year warranty by 1, 2, or 3 more years.

Plan ahead: order during the product's **General Availability (GA)** period and within the legal 2-year warranty.

Eligibility on demand: tailored solutions to meet your specific needs

Tailored Maintenance

Support your program for the long haul with maintenance that matches its lifetime

Tailored to your program: Extend maintenance to align with your unique program timeline.

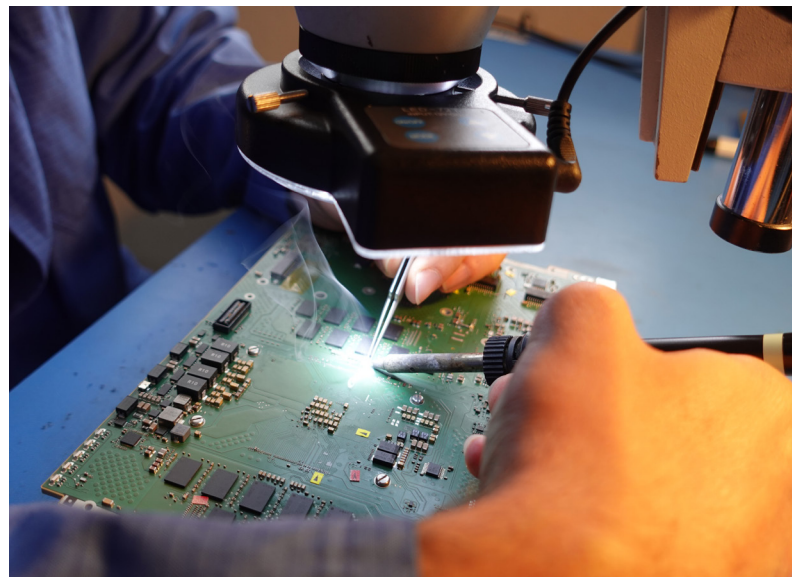
Proactive planning: Purchase maintenance coverage before the **Restricted Availability (RA)** period.

Eligibility on demand: Customized solutions available upon request.

Why Choose Kontron's Long-Term Maintenance Services?

- › Protect your investment with reliable, long-term support.
- › Minimize downtime with expert repairs and service.
- › Ensure the continuity and success of your program with solutions designed to meet your needs.

Let us take care of the maintenance, so you can focus on what matters most. Contact us to explore your options today! Sales.KFR@kontron.com



Technical Support

Expert Assistance, anytime you need it.

At Kontron, we understand that achieving optimal computing efficiency requires seamless integration of hardware and software. That's why our Technical Support Services are designed to address your challenges efficiently and provide expert assistance at every step—from hotline support to on-site expertise.

Choose the right support level for your needs

Program Technical Support (HTL-PTS) : Your First Line of Support

Gain quick, reliable assistance with our streamlined hotline and knowledge base access

Single Point of Contact: Reach us at support.KFR@kontron.com to open a hotline ticket for your program.

Immediate Response: Receive a hotline number upon acknowledgment to track your request.

Full Traceability: All communication is logged for easy follow-up and transparency.

What's Included in HTL-PTS?

Hotline Access: Quickly resolve your issues with our dedicated help desk.

Knowledge Base: Access product information, technical manuals, software patches, and updates.

Expert Support: When needed, direct access to our top experts via phone or video conferences.

Issue Reproduction: Tests conducted in our labs to replicate your issue for accurate troubleshooting.

Seamless Development: Save time and leverage Kontron's extensive knowledge base to speed up your program.

Note: Complex issues requiring over 4 hours of work are addressed through Service Plus (HTL-PLUS).

Service Plus (HTL-PLUS) : Comprehensive Expert Assistance

For more advanced support needs, HTL-PLUS provides prepaid access to our expert team for both on-site and remote assistance

What's Included in HTL-PLUS?

Prepaid Expert Days: Purchase a quota of expert assistance days (in 5-day batches) for use throughout the year.

On-Site or Remote Help:

- › Software installation and setup.
- › Platform maintenance and optimization.
- › Complex problem-solving at the operating system or hardware level.

Swift Response: Prioritized support during critical phases of your program development.

Who Benefits from HTL-PLUS?

- › Customers with large, complex systems involving multi-vendor hardware and software components.
- › Programs needing fast, reliable expert intervention during time-sensitive situations.

Why Choose Kontron Technical Support Services?

- › **Flexibility:** Pre-purchase expert days and use them whenever you need assistance.
- › **Expert Guidance:** Get direct access to Kontron's top engineers for troubleshooting and system optimization.
- › **Comprehensive Coverage:** From simple software updates to solving multi-layered hardware and software challenges.
- › **Seamless Integration:** Enhance system performance and keep your project on track.

Getting Started

- › **Activate HTL-PTS:** Subscribe to Program Technical Support to access hotline and knowledge base services.
- › **Upgrade to HTL-PLUS:** Add Service Plus to your subscription for advanced assistance tailored to your needs.

Stay focused on your mission — let Kontron handle the complexities. Contact us today to explore your support options and ensure the success of your program !



About Kontron

Kontron AG is a leading IoT technology company. For more than 20 years, Kontron has been supporting companies from a wide range of industries to achieve their business goals with intelligent solutions. From automated industrial operations, smarter and safer transport to advanced communications, connectivity, medical, and energy solutions, the company delivers technologies that add value for its customers. With the acquisition of Katek SE in early 2024, Kontron significantly strengthens its portfolio with the new GreenTec division, focusing on solar energy and eMobility, and grows to around 8,000 employees in over 20 countries worldwide. Kontron is listed on the SDAX® and TecDAX® of the German Stock Exchange.

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