

Support

It's not uncommon to hear that Ignition comes with the best tech support in the industry: fast response time, knowledgeable people, and personal involvement with our software developers – yes, the guys who actually build Ignition.

TOTAL CARE™ CONTRACTS

Support & Upgrade Protection • 24% annual

Includes unlimited phone technical support, discounts on training and design consultation, and free upgrades to any modules purchased.

Support Only Contract • 15% annual

Includes unlimited phone technical support and discounts on training and design consultation.

Upgrade Protection Only Contract • 15% annual

Includes free upgrades to any modules purchased.

DESIGN CONSULTATION

Without Total Care™ Support • \$230/hr

With Total Care™ Support • \$200/hr

Customers who have purchased the Total Care™ Support Only Contract or the Support & Upgrade Protection Contract will receive a discount on design consultation services.

On-site Consultation • \$200/hr + travel & expenses

On-site consultation is only available to customers who have purchased the Total Care™ Support Only or Support & Upgrade Protection Contract. There is a 40-hour minimum charge, plus travel and expenses.

TECHNICAL SUPPORT

Online Via Forum & Email • Free

Phone, Business Hours • \$100/incident

Business hours are Monday through Friday, 8am to 5pm PST. Holidays excluded.

Phone, After Business Hours 24/7 • \$350/hr (1hr min)

Any support calls after business hours or on holidays will be billed at the after-hours rate. There is a 1-hour minimum charge.

