

HARDWARE REPLACEMENT
& SOFTWARE ASSURANCE



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HIPPOTIZER HARDWARE REPLACEMENT AND SOFTWARE ASSURANCE

Hardware Replacement and Software Assurance are two halves of a cost-saving program offered by Green Hippo for Hippotizer Media Servers owners.

Hardware Replacement is a trade-in program: existing Hippotizer V4 and V4+ owners can trade their systems in for brand-new Hippotizer V4+ MK2 servers for a discounted price.

Software Assurance determines what versions of new software will install onto a Hippotizer system; providing the certainty of future software features needed to plan your investment.

Together, Hardware Replacement and Software Assurance reduce the total cost of ownership of a Hippotizer Media Server delivering a faster return on your investment.

WHAT IS HARDWARE REPLACEMENT?

Hardware Replacement (HR) is a cost effective path to upgrade to the latest Hippotizer hardware. Hippotizer owners can replace their existing hardware with the latest V4+ MK2 Hippotizer hardware at a discounted cost. Hardware Replacement swaps the hardware of your current Hippotizer model with brand new, Hippotizer hardware of the latest specification.

Your existing Software Assurance license is transferred from old system to new.

- V4 and V4+ systems can be Hardware Replaced to the latest Hardware Revision at any time. A HR system is new from the factory and includes a one-year hardware warranty.
- The old system does not even need to work: as long as it contains all the major components it can still be replaced.
- Hardware Replacement preserves the Software Assurance duration of the current system – the Software Assurance is transferred onto the new system. Software Assurance extensions can be purchased with the Hardware Replacement if desired.
- In most cases, Hardware Replacement can be carried out with only minutes of down-time. For qualifying customers, the new system will be sent to site, the licenses transferred and the old systems returned only afterwards ensuring a smooth handover.

WHAT IS SOFTWARE ASSURANCE?

Software Assurance (SA) removes the worry that your investment will not benefit from new Hippotizer software. Software Assurance states how many new Feature Versions will run on the system. Once you have a Feature Version, all improvement releases within that version are included.

New systems come with 4 Versions of Software Assurance while Hardware Replacement systems take the SA of the Hippotizer they have replaced.

A Feature Version is a major release, for example 4.7.0, or 5.0. An improvement release for 4.7.0 would be 4.7.1. So, if you are entitled to run 4.7.0, all improvement releases within 4.7 are also included regardless of release date.

Improvement software releases share the SA Date of their parent Feature Release ensuring you benefit from bug-fixes.

Software Assurance only determines what new Hippotizer software can be installed: allowed software runs for the life of the hardware.

Software Assurance may be extended through extension licenses. These are per Feature Version, each enabling an additional new software Version (4.6 from 4.5 for example).

WHAT ARE THE BENEFITS OF HARDWARE REPLACEMENT/ SOFTWARE ASSURANCE?

- Confidence in your investment: New Hardware or Software Releases no longer bring the worry of reducing the value of your systems.
- Increased Return on Investment: Upgrade the Hardware or Software as needed to maximize profit.
- Reduced Cost of ownership: Hardware Replacement offers a significant discount over a new system.

SOFTWARE ASSURANCE - FAQs

What is Software Assurance [SA]?

The Software Assurance version of a Hippotizer determines which software versions will install and run on specific hardware. Once installed, Hippotizer software will run indefinitely.

What happens if I install software outside of SA?

The Hippotizer Software will install and run normally with watermarks on the outputs.

How is Software Assurance controlled?

Software Assurance is based on Feature Version number. Hippo launch's licensing page will show how many future versions the hardware is licensed for.

When does Software Assurance coverage start?

Software Assurance coverage commences when the software is activated by the customer. Any delay in activation from purchase is added ensuring there is no loss.

Do I have to Buy SA with a Hardware Replacement?

In order to be Hardware Replaced, a system must have enough Software Assurance to install the Minimum Software Version of the new Hardware. For example, the Minimum Software Version for V4+ MK2 Hardware is 4.6. If there is not sufficient SA, then it will need to be purchased as part of the Hardware Replacement process.

How much SA do I need for V4+ MK2?

The minimum version for V4+ MK2 Hardware is 4.6.3.

Can I skip a version?

Software Assurance must be continuous – should it lapse, it must first be made current before extending into the future.

What if I restore my system?

Software Assurance is managed through the Hardware Dongle and is not affected by restoring the system.

What if I have an old V4 with only a software license?

V4 systems purchasing Software Assurance will be given a free dongle to administer Software Assurance.

Can I move Software Assurance from one system to another?

Software Assurance is non-transferable; it is bound to the system it is applied to.

What if I have multiple systems?

Green Hippo will work with multiple system owners to ensure all systems have the same Software Assurance and provide volume discounts.

What if I just want to buy a Hippotizer and use it - do I have to worry about Software Assurance?

Software Assurance is completely optional. If you do not need new software features (for an installation for example) there is no need to purchase it.

HARDWARE REPLACEMENT - FREQUENTLY ASKED QUESTIONS

What is Hardware Replacement [HR]?

Hardware Replacement is a trade-in for new hardware; a customer returns a V4 or V4+ system for a new V4+ MK2 system.

- Hardware Replacement systems are new and include a one-year Return To Base hardware warranty as new Hippotizer units.
- Customers may opt to keep capture cards and transfer them to the Hardware Replacement systems at their discretion. Green Hippo recommends purchasing new capture cards to preserve warranty.
- Old systems must be returned to Green Hippo – we will include a return shipping label to make this easier.
- The old system must be complete and contain original components (e.g. motherboard, GPU, drives etc.) but does not need to be functional in order to qualify for Hardware Replacement. Green Hippo reserves the right to reject an HR if the old system is found to be incomplete.
- Hardware Replacement can be used to trade-up. (e.g. Hardware Replace an Amba+ with a Karst+ MK2). This is referred to as a Cross-grading. Please enquire for pricing.

FEEDBACK AND QUESTIONS

HR/SA is a new way to own a Media Server. If you have any questions or would like to purchase Software Assurance or replace your current hardware, speak to your Regional Sales Manager or contact us via the emails below.

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Disclaimer:

By purchasing Software Assurance you are not guaranteed any software, only if a new version is released. There are no refunds if no software is released by the software expiry date.