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# HARDWARE UPGRADES AND SUPPORT OPTIONS FOR SYSTEMS OLDER THAN FIVE YEARS

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## Knowledge-Based Article

MMS Version 12.3  
Revision 05.14.2024

## DESCRIPTION

### OPTIONS FOR REVCORD LOGGERS THAT ARE OLDER THAN FIVE YEARS

#### **UPGRADING WITH CUSTOMER-PROVIDED HARDWARE (INCLUDES VMs).**

1. Pay a 6% annual fee to support customer-provided hardware (REVCPH).
2. Purchase analog devices without software. Applicable for analog systems.
3. A transfer fee of \$4,995 is required to switch from one hardware platform to another.
4. All other software licenses are transferable.
5. The customer must be current with their RevShield subscription.

#### **UPGRADING WITH REVCORD-PROVIDED HARDWARE.**

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2. A transfer fee of \$4,995 is required to switch from one hardware platform to another.
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4. The customer must be current with their RevShield subscription.

#### **CONTINUE TO USE WITHOUT UPGRADING HARDWARE AFTER YEAR FIVE.**

1. If hardware is not upgraded, RevShield subscription for support costs increases from 12% to 18% annually.
2. The hardware is now out of warranty. Hardware failures are not covered by the Revcord SLA under Section 5 for Remedial Services.
3. If the hardware cannot support the current Revcord MMS or is operating with End-Of-Life EOL OS or Software, Revcord will not extend RevShield and an upgrade must be made.