

# Evolv Warranty, Technical Support, and Field Support

Highlights of warranty coverage and support provided for Evolv Express Products\*

*Evolv customers are covered by Technical Support and Field Support if a repair is needed as part of an Evolv purchase or subscription term. This coverage is through a combination of an equipment warranty and repair and maintenance services, as described below.\*\**



## Evolv Express Warranty Highlights

Evolv Express has a **1-year equipment warranty**. The warranty applies to Express Products deployed by Evolv or its authorized representatives and used/maintained in accordance with the product documentation.

- The warranty coverage starts as outlined in your contract.
- During the warranty period, if there are manufacturing defects with the Express Products, Evolv will repair and/or replace the Express Product. This will be **at no cost to the customer** so long as the issues are not related to misuse (e.g. dropped, knocked over, used in an improper environment, etc.) or improper maintenance. If there is misuse or improper maintenance, the customer's cost of repairs will be assessed on a case-by-case basis.

## Evolv Technical Support and Field Support Highlights



Evolv provides Technical Support (via telephone and email) and as-required, onsite Field Support **for the duration of the subscription term**—as outlined in your contract. Technical and Field Support are included in the subscription, provided the Express Product has been used and maintained in accordance with the documentation.

- During your term, if there are any issues with the Express Product that can't be resolved via phone or email, Evolv will send a Field Support Engineer to the customer site to resolve them. This will be **at no incremental cost to the customer** so long as the issues are not related to misuse or improper maintenance of the Express Product. The cost of repairs in those instances will be assessed on a case-by-case basis.

\*The equipment warranty for any Express Products purchased directly from Columbia Tech shall be provided by Columbia Tech, not by Evolv.

\*\* Please see the applicable Product and Professional Services Schedules for more detailed legal information and limitations: <https://legal.evolvtechnology.com/customers>.

- Access to Technical Support and Field Support **on a 24x7x365 basis** via phone and email.
  - **E-mail:** [support@evolvtechnology.com](mailto:support@evolvtechnology.com)
  - **Telephone Support:** +1 (833) 673-8658
  - Reported issues are assigned a severity level:
    - **Severity 1: Critical**—the breakdown is disruptive to the customer’s security screening process, for which there is no satisfactory workaround.  
Remote Response Time: < 30 minutes
    - **Severity 2: Medium**—the breakdown is disruptive to the customer’s security screening process, but there is an acceptable workaround.  
Remote Response Time: < 1 Hour
    - **Severity 3: Low**—The customer has general usage questions or cosmetic issues related to the product.  
Remote Response Time: < 4 Business Hours
- **On-site repairs** by Evolv or an authorized representative, as necessary, to address an issue that can’t be resolved via phone or email support.
- Periodic **preventive maintenance**—see the maintenance schedule in the online documentation.
- **Software updates** and bug fixes
- **Product Documentation**

Evolv Technical Support and Field Support help ensure the success of your security program.

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