

# Onyx Graphics, Inc.

## Technical Support Policy

*Last Updated: April 14, 2025 | Applies to: Distributors, Resellers, OEM/Partners, End Users*

### 1. Purpose

This Support Policy establishes the structure, responsibilities, and processes by which Onyx Graphics, Inc. ("Onyx") provides technical support to its authorized Distributors, Partners, OEMs, Resellers, and End Users. It defines how support is accessed, managed, and escalated, and supersedes any previous policy or contract exhibit.

#### Living Document

This policy is a living document. Onyx may update it as needed, and the latest version will always govern the support relationship.

The current version is always published at: [onyxgfx.com/support-policy/](https://onyxgfx.com/support-policy/)

### 2. Scope

This policy applies to all parties engaged in the support relationship with Onyx, including:

- All authorized Distributors
- All authorized Resellers
- All authorized Partners & OEMs
- End Users with an active license

All support requests must adhere to the processes outlined in this policy. This ensures predictable handling, clear accountability, and efficient resolution.

### 3. Definitions

Term	Definition
<b>Distributor</b>	An upstream channel partner authorized by Onyx to resell software and services to Resellers within its territory and ensure dealer compliance with this policy.
<b>Reseller</b>	A partner authorized to sell software and services directly to End Users.
<b>OEM</b>	Printer, cutter, or other device manufacturer that works with Onyx Graphics, Inc.
<b>End User</b>	The final customer licensed to use Onyx software or services.
<b>Partner</b>	Companies that work with Onyx Graphics, Inc. that are not considered any of the categories listed above.
<b>SupportCenter Ticket Request</b>	The official Onyx platform for submitting, tracking, and resolving technical support requests.

<b>Support Policy</b>	This published document, which is incorporated by reference into applicable agreements.
<b>Onyx Advantage</b>	A premium support contract that provides End Users with priority access, expedited handling, and free software updates.

## 4. Channel Responsibilities

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Resellers and Distributors are the primary support liaison for their End Users and must:

- Provide first-line technical support to their End Users before escalating to Onyx.
- Submit support tickets through the SupportCenter Ticket Request on behalf of End Users when issues cannot be resolved after reasonable efforts.
- Remain the primary point of contact with End Users throughout the entire ticket lifecycle.
- Supply complete and accurate details in every ticket submission, including product version, license key, and troubleshooting actions already taken.

## 5. Access and Authentication

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To access the Onyx SupportCenter Ticket Request, all Resellers and Distributors must:

- Maintain an active myONYX Account using a valid business email address.
- Meet Onyx security standards, including verified email and password requirements.
- Understand that accounts are personal and non-transferable.
- Maintain active support entitlement; portal access is contingent on this status.

## 6. End User Access and Eligibility

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End Users who hold an active Onyx Advantage contract or a valid per-incident support entitlement may access the SupportCenter Ticket Request directly. All such End Users must:

- Maintain an active myONYX Account and comply with all authentication requirements.
- Provide accurate and complete information in all ticket submissions.
- Comply with the same ticketing procedures, response time expectations, and scope limitations defined in this policy.

End Users without direct entitlement must contact their authorized Reseller or Distributor, who will act as their support liaison. Onyx does not provide direct support to non-entitled End Users.

## 7. Self-Service Support

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Onyx maintains a knowledge base accessible to all authorized users, including articles, videos, and technical resources organized by product and issue type. ONYX SupportCenter is located at [support.onyxgfx.com](https://support.onyxgfx.com)

- Resellers and Distributors are expected to review relevant self-service materials before escalating issues to Onyx Support.
- Self-service content is continuously updated and may evolve without notice.

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## 8. Ticket Submission

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If an issue remains unresolved after self-service efforts, Resellers or Distributors must submit a support ticket via the Case Creation Form in the SupportCenter Ticket Request at [support.onyxgfx.com](https://support.onyxgfx.com)

- Tickets without sufficient information may be delayed until complete details are provided.
- Onyx Support will triage all tickets based on severity and impact and respond accordingly.
- Onyx is not responsible for addressing issues that are not submitted through the SupportCenter Ticket Request.

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## 9. Regional Coverage

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Support ticket response and callback hours are determined by region and published on the Support Portal. Onyx may adjust coverage hours without requiring contract amendments.

Region	Coverage Hours
Americas	Standard Business Hours (Mountain Time)
EMEA	Standard Business Hours (local support partners)
APAC	Standard Business Hours (local support partners)

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## 10. Ticket Handling and Escalation

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The following process governs how all support tickets are handled:

- Resellers and Distributors may submit tickets at any time. End Users may only submit tickets directly if they hold an active Advantage contract and a verified myONYX Account.
- All other End Users must contact their Reseller or Distributor, who will submit and manage tickets on their behalf.
- Onyx Support triages, assigns priority, and responds within the appropriate service window.
- Advantage tickets receive expedited response and callback handling as part of their contract benefit.
- If escalation is required, Product Management and Engineering prioritize according to both severity and entitlement tier. The Reseller or Distributor remains responsible for relaying updates to the End User.
- Where an End User qualifies for direct support from Onyx, Onyx is responsible for relaying updates directly to that End User.
- Once resolved, the ticket is closed and a resolution summary is provided.

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## 11. Scope of Standard Support

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### Covered

- Installation, configuration, and operation of ONYX software
- Supported integrations and licensing issues
- Functional troubleshooting

### Not Covered

- Non-certified third-party integrations

- Hardware diagnostics
- Operating System Updates

Services outside the standard scope may be available through Professional Services agreements. Version eligibility for support is defined in Section 12 of this policy.

## 12. Version Eligibility for Technical Support

Onyx Graphics provides technical support only for the current release of ONYX RIP software and one major version prior. The table below summarizes version eligibility:

Version	Support Level	Eligible?
Current Version (e.g., v25)	Full technical support, fixes, downloads	Yes
One Major Version Prior (e.g., v24)	Full technical support, Q&A only (no new fixes)	Yes
Two Versions Prior (e.g., v22.5)	Software downloads and printer drivers only	Limited
Older than Two Versions Prior	Not supported	No

### Example

If the current release is version 25:

- Full support is available for versions 25 and 24.
- Software downloads and printer drivers are provided for version 22.5.
- Versions older than 22.5 are not supported.

This policy ensures customers benefit from the latest performance, reliability, and security improvements while maintaining consistent support operations.

## 13. Onyx Advantage

End Users with active Onyx Advantage contracts receive the following elevated benefits:

- Full access to the Onyx SupportCenter Ticket Request
- Free software updates during the term of the Advantage agreement
- Priority support
- Expedited response and callback handling

Product-specific entitlements and service-level standards are defined in Section 14 of this policy.

## 14. Product-Specific Entitlements and Access

### ONYX Go Subscriptions

Customers with an active ONYX Go subscription are entitled to standard technical support for the duration of their subscription term. Subscription status serves as proof of entitlement. Support is provided through the SupportCenter Ticket Request and adheres to standard response times outlined in this policy.

## ONYX Align Customers

Support for ONYX Align is delivered exclusively through the SupportCenter Ticket Request. Response times and escalation paths adhere to the SaaS service-level standards outlined in this policy. ONYX Align customers do not require an Advantage contract to access ticket-based support, provided their subscription remains active.

## First-Time ONYX RIP Customers — 90-Day Complimentary Support

Customers who purchase a new ONYX RIP software license receive complimentary technical support for the first ninety (90) calendar days following product registration. The following conditions apply:

- Coverage includes installation assistance, activation, and basic configuration related to the purchased product.
- After 90 days, continued access to support requires an active ONYX Advantage agreement and an ONYX Go subscription.
- The complimentary period does not include training, workflow consultation, or advanced system configuration.

## 15. SaaS Service-Level Standards

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Support for Onyx SaaS products, including ONYX Align, follows the same structured service-level standards defined in this Support Policy, including:

- Ticket prioritization based on severity and impact
- Defined response and callback handling during published business hours
- Escalation procedures as described in Section 10

SaaS customers with active subscriptions receive response handling equivalent to Advantage customers during their subscription term.

## 16. Communication Channels

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- All support requests must be initiated and managed through the SupportCenter Ticket Request.
- Onyx does not provide direct telephone support as a standard support channel.
- Onyx reserves the right to reject or redirect support requests submitted directly by End Users without active entitlements. In such cases, End Users will be referred to their Reseller or Distributor.

## 17. Remote Access Support

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Onyx Graphics uses ISL Light as its authorized remote access tool to provide hands-on technical assistance when issues cannot be resolved through standard ticket-based support. Remote access sessions allow Onyx support technicians to directly observe, diagnose, and resolve issues on the End User's system in real time.

## Authorization and Consent

- Remote access sessions must be explicitly authorized by the End User or the Reseller/Distributor acting on their behalf before any session is initiated.
- Onyx will never initiate an unsolicited remote access connection. All sessions are initiated only in response to an open, active support ticket.
- By accepting a remote access session, the End User grants Onyx temporary, limited access to the system solely for the purpose of resolving the reported issue.

## Session Process

- The Onyx support technician will provide the End User or Reseller with a unique ISL Light session code via the SupportCenter Ticket Request or other agreed communication channel.
- The End User or an authorized representative must be present and available throughout the remote session.
- The End User retains the ability to terminate the remote session at any time by closing the ISL Light application.

## Scope and Limitations

- Remote access is used exclusively for diagnosing and resolving issues covered under this Support Policy and within the scope defined in Section 11.
- Onyx technicians will not access, modify, copy, or transfer files or data outside the scope of the reported issue.
- Remote access does not extend to hardware diagnostics, non-certified third-party integrations, or issues outside the supported version range defined in Section 12.
- Remote access availability is subject to regional business hours as defined in Section 9.

## Entitlement

- Remote access support is available to End Users with an active Onyx Advantage contract, active ONYX Go subscription, or active ONYX Align subscription.
- First-time ONYX RIP customers within the 90-day complimentary support period are eligible for remote access for installation and activation issues only.
- Resellers and Distributors may request remote access sessions on behalf of End Users when submitting or managing a support ticket.

### Privacy & Security

ISL Light sessions are encrypted and conducted only with the End User's explicit consent. Onyx does not retain persistent access to any system following the conclusion of a session. All remote access activity is subject to Onyx's privacy and data handling practices.

To initiate a remote access session, contact your Onyx support technician through an open support ticket at: [support.onyxgfx.com](mailto:support.onyxgfx.com)

## 18. Policy Changes

- Onyx may modify this Support Policy at any time.
- Any material changes will be communicated to Distributors and Resellers at least 30 days before the effective date.
- The most recent version of this policy will continuously be published at [onyxgfx.com/support-policy/](https://onyxgfx.com/support-policy/).
- Continued use of Onyx support services constitutes acceptance of the updated policy.

- End Users with direct support entitlement are subject to the same policy modifications as Distributors and Resellers.
- Priority handling for Advantage customers is a contractual benefit and not a discretionary accommodation.

## 19. Contact

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For information on how to properly access the ONYX SupportCenter, please visit:

[support.onyxgfx.com](https://support.onyxgfx.com)

### Legal Notice

This Support Policy replaces any prior support obligations tied to telephone support and hotlines. It is legally incorporated by reference into Distributor and Reseller agreements and governs all support, delivery, and escalation.