

# Multisensory Fitness, Inc.

## Warranty and Platinum Service/Software Upgrade Plan

	<b>Year One Platinum Service Plan</b>	<b>Extended Platinum Service Plan</b>	<b>No Service Plan</b>
<b>Cost</b>	Included with Purchase	Quoted Annual Fee	Time and Material Basis
<b>Electronic Components</b>	Replacement Parts Full Coverage	Replacement Parts Full Coverage.	Full Retail Price After first year
<b>Non-Electronic Components</b>	Replacement Parts Full Coverage	Replacement Parts Full Coverage	One - Three Years Limited Warranty Depending on Model
<b>Shipping of Parts</b>	To and from Factory Covered	To and from Factory Covered	Shipping plus \$20 Handling Fee
<b>Tech Support</b>	Unlimited phone & email support, including online diagnostic, upgrades and service via satellite connection (SMART only). Customer responsible for providing one technically oriented point person to deal with basic service issues.	Unlimited phone & email support, including online diagnostic, upgrades and service via satellite connection (SMART only). Customer responsible for providing one technically oriented point person to deal with basic service issues.	Unlimited phone & email support, including online diagnostic, upgrades and service via satellite connection (SMART only). Customer responsible for providing one technically oriented point person to deal with basic service issues.
<b>On-Site Tech Service</b>	One per year if deemed necessary by MFI Tech Support.	\$300 per day Plus travel or as quoted.	\$300 per day Plus travel or as quoted.
<b>Software Upgrades</b>	New Releases Included for all SMART Products.	New Releases Included for all SMART Products.	\$500-\$2000 per release depending upon product
<b>Hardware Upgrades</b>	Priced upon release	Priced upon release	Priced upon release
<b>Programming/ Curriculum</b>	Access to online program library.	Access to online program library.	Access to online program library.
<b>Retraining – Remote</b>	Unlimited phone and email consultation – all products.	Unlimited phone and email consultation – all products.	\$80/hour
<b>Retraining – On Site</b>	\$450 per day when SMART trainer is in the area	\$450 per day when SMART trainer is in the area	\$120 per hour or \$1000 per day Plus travel

The Plan does not cover repair or replacement of ball kits or obsolete components and parts that are not available through regular sources of supply. Other exclusions may apply.

Please review full Platinum Service Plan for detailed Terms and Conditions.  
Call: 800-900-8542 for a copy