

Platinum Service and Software Upgrade Plan

(Valid for all systems purchased prior to 12-31-2017)

First 18 months FREE

	First 18 months Platinum Service Plan	18 months – 5 Platinum Service Plan	No Service Plan
Cost	FREE	Annual Fee	Time and Material
Electronic Components	Replacement Parts	Replacement Parts	Retail price after first 18 months
Non-Electronic Components	Full Coverage provided systems use instructions adhered to	Full Coverage provided systems use instructions adhered to	18 months Limited Warranty provided systems use instructions adhered to
Shipping of Parts to and from factory	Covered	Covered	Not Covered
On-Site Visits	One per year if deemed appropriate by Tech. Support Dept.	One per year if deemed appropriate by Tech. Support Dept.	\$100 per hour Plus travel
Phone/on-line Tech Support	Unlimited FREE	Unlimited FREE	Unlimited FREE
Software Upgrades	New Releases are FREE for the life of the system. Does not include on-site labor if needed.	New Releases are FREE for the life of the system. Does not include on-site labor if needed.	New Releases are FREE for the life of the system. Does not include on-site labor if needed.
Hardware Upgrades	Not included Priced upon release	Not included Priced upon release	Not included Priced upon release
User instructions Technical service Curriculum Lesson Plans	Extensive supply of written manuals, drills, turnkey lesson Plans and video instructions are available on-line	Extensive supply of written manuals, drills, turnkey lesson Plans and video instructions are available on-line	Extensive supply of written manuals, drills, turnkey lesson Plans and video instructions are available on-line
Retraining of Staff	\$500 per day when trainer is in the area	\$500 per day when trainer is in the area	\$800 per day Plus travel
Customer Obligation	Provide 1 technically oriented point person	Provide 1 technically oriented point person	Provide 1 technically oriented point person