

SUPPORT & WARRANTY



	Standard	Gold	Perpetual	Out of Warranty
Hardware	<ul style="list-style-type: none"> Advance replace within one month Return for repair: 3-day turn around within 1 month & RMA issued 	<ul style="list-style-type: none"> Advance replacement Return faulty equipment within one week 	<ul style="list-style-type: none"> Advance replacement if faulty Return faulty equipment within one week New equipment (hardware/software) every 42 months 	<ul style="list-style-type: none"> Return to 1 Beyond \$200 diagnostic fee Quote to repair
Spare System	<ul style="list-style-type: none"> Not available 	<ul style="list-style-type: none"> Available at discounted price 	<ul style="list-style-type: none"> Available at discounted price 	<ul style="list-style-type: none"> Not available
Software Upgrades	<ul style="list-style-type: none"> Dot upgrades included Fee for new feature upgrades 	<ul style="list-style-type: none"> Dot upgrades included Fee for new feature upgrades 	<ul style="list-style-type: none"> All upgrades included, including new features 	<ul style="list-style-type: none"> Fee for all software updates
Support Levels	<ul style="list-style-type: none"> Initial: < 4 business hours Level 1: < 8 business hours Level 2: < 3 days 	<ul style="list-style-type: none"> Initial: < 3 business hours Level 1: < 4 business hours Level 2: < 2 days 	<ul style="list-style-type: none"> Initial: < 2 business hours Level 1: < 4 business hours Level 2: < 1 day 	<ul style="list-style-type: none"> Initial: < 3 days Level 1: 2 days after initial (fee for service) Level 2: 7 days (fee for service)
Shipping	<ul style="list-style-type: none"> Domestic: Inbound customer pays; outbound 1 Beyond pays at same level International: Inbound/outbound customer or integrator pays 	<ul style="list-style-type: none"> Domestic: Inbound customer pays; outbound 1 Beyond pays 2-day or ground shipping International: Inbound/outbound customer or integrator pays 	<ul style="list-style-type: none"> Domestic: Inbound 1 Beyond pays; outbound 1 Beyond pays 2-day or ground shipping International: Inbound/outbound customer or integrator pays 	<ul style="list-style-type: none"> Domestic: Inbound/outbound customer pays International: Inbound/outbound customer or integrator pays
Price	<ul style="list-style-type: none"> First year included Subsequent (up to 5) at 8% of equipment cost 	<ul style="list-style-type: none"> First year upgrade from Bronze (5% of equipment cost) Subsequent (up to 5) at 12% of equipment cost 	<ul style="list-style-type: none"> 1.6% of equipment cost, per month 	<ul style="list-style-type: none"> Per incident: \$225/hour (\$500 minimum) Prepayment required
Upgrades	<ul style="list-style-type: none"> Prorated for remainder of the year Cannot reinstate if discontinued 	<ul style="list-style-type: none"> Prorated for remainder of the year Cannot reinstate if discontinued 	<ul style="list-style-type: none"> Downgrade prorated for remainder of the year Cannot reinstate if discontinued 	<ul style="list-style-type: none"> Cannot reinstate warranty if discontinued