



# 2019 4D TECHNOLOGY SYSTEM SUPPORT CONTRACTS

SUPPORT COMPONENT	EXTENDED WARRANTY	PLATINUM SERVICE CONTRACT
<b>PROGRAM AVAILABILITY</b>		
Available Contract Periods	1-2 years	1-4 years
Available to Purchase	Until Installation Date	Until end of 5th year <sup>4,5</sup>
Warranty to Platinum SC Conversion	During Warranty Period	NA
<b>ON SITE SUPPORT</b>		
PM & Certification Visit		1 Visit / yr
PM Travel Included		Flat Fee
Service Call	✓	✓
Failure Root Cause Analysis with Report		Upon Request
Onsite Response Time (after determination of need)	2-5 weeks	1 week
Priority Response Time		on flight next business day, 10am notification
Priority Response Fee		Flat Fee
After hours repair	Billable Rates	Billable Rates
Guaranteed Response Time	✓	✓
<b>PARTS</b>		
Stocking Locations	4D	4D or Customer Site
Repair Parts Inventory	✓ - 4D Stock <sup>2</sup>	✓ - 4D Stock <sup>2</sup> , Billable at Customer Site
Repair Parts	✓	✓
<b>CALL CENTER &amp; REMOTE DIAGNOSTICS SERVICES<sup>1</sup></b>		
Telephone Support	✓	✓
Technical & Software Assistance	✓	✓
Remote Login Diagnostics	✓	✓
Response Time	Next Business Day	Same Business Day
<b>SOFTWARE</b>		
S/W Revisions	✓	✓ <sup>3</sup>
S/W Revision Installation	✓ - During Visit	✓ - During Visit <sup>3</sup>
<b>DISCOUNTS</b>		
Multiple Units/Mult-Year Packages	✓	✓
<b>Key</b>		
<ul style="list-style-type: none"> <li>✓</li> <li>1 Coverage</li> <li>2 Repair Parts</li> <li>3 Software Upgrade</li> <li>4 Coverage after 5th year</li> <li>5 Inspection Required</li> </ul>	<ul style="list-style-type: none"> <li>Included</li> <li>Standard 8:00AM to 5:00PM Mon-Fri AZ Time Excluding 4D Holidays</li> <li>All long lead, high risk parts maintained at 4D</li> <li>Will upgrade only if no hardware changes required</li> <li>Contract offering and price will be at 4D discretion.</li> <li>If system not currently under warranty or contract.</li> </ul>	