



2021 4D TECHNOLOGY SYSTEM SUPPORT CONTRACTS

SUPPORT COMPONENT	EXTENDED WARRANTY	SERVICE CONTRACT
PROGRAM AVAILABILITY		
Available Contract Periods	1-2 years	1-4 years
Available to Purchase	Until Installation Date	Until end of 5th year ^{4,5}
Warranty to Platinum SC Conversion	During Warranty Period	NA
ON SITE SUPPORT		
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	✓	✓
PARTS		
Stocking Locations	4D	4D or Customer Site
Repair Parts Inventory	✓ - 4D Stock ²	✓ - 4D Stock ² , Billable at Customer Site
Repair Parts	✓	✓
CALL CENTER & REMOTE DIAGNOSTICS SERVICES¹		
Telephone Support	✓	✓
Technical & Software Assistance	✓	✓
Remote Login Diagnostics	✓	✓
Response Time	Next Business Day	Same Business Day
SOFTWARE		
S/W Revisions	✓	✓ ³
S/W Revision Installation	✓ - During Visit	✓ - During Visit ³
DISCOUNTS		
Multiple Units/Mult-Year Packages	✓	✓
Key		
<ul style="list-style-type: none"> ✓ 1 Coverage 2 Repair Parts 3 Software Upgrade 4 Coverage after 5th year 5 Inspection Required 	<p>Included</p> <p>Standard 8:00AM to 5:00PM Mon-Fri AZ Time Excluding 4D Holidays</p> <p>All long lead, high risk parts maintained at 4D</p> <p>Will upgrade only if no hardware changes required</p> <p>Contract offering and price will be at 4D discretion.</p> <p>If system not currently under warranty or contract.</p>	