



Premier Service Plan

Web Surveillance has built a strong reputation for service excellence. Providing you with responsive service and support is our mission. There are several contract options that offer priority attention, preventative maintenance, education/training, insurance against expensive repairs and specialty services. Unless otherwise noted, all work shall be performed during normal business hours.

Option A – Premier Service Plan- Labor, Repair/Replacement Warranty

The Premier Service Plan provides an all-inclusive equipment and labor assurance policy.

Expedited service, coverage for equipment repair/replacement, preventive maintenance visits and competent field personnel are all features of this plan.

Included in this plan:

- Travel, de-installation and re-installation of covered equipment for service/repair
- No charge for labor to service and or **maintain*** covered equipment.
- Outsourced repairs and repair parts will be covered fully to include freight.
- Two preventative maintenance visits, scheduled semi-annually
- Guaranteed response times of:
 - 6 hours telephone (during normal business hours)
 - 24 hours on-site (from the time of call, excluding weekends)
- Unlimited phone support
- No charge on loaned equipment during repairs, dependent upon service, inventory and availability.
- Consultation on system upgrades
- Inventories, status analysis and maintenance records for covered equipment
- Repair history logs
- No charge for basic system administrator training as necessary
- Special Requests as negotiated (see Special Services Offerings Worksheet)
- Normal service hours are 9:00AM to 5:00 PM Monday through Friday. After hours service will incur additional charges.

*If optional equipments coverage is not selected the labor to change said equipments is not covered under this plan.

- 10% of the total Invoices with an Annual Payment Contract.
- 1% of the total Invoices with a Monthly Payment ACH Contract.
- Plus \$30.00 per occurrence.
- Extended Warranty Service must be purchased before the existing Warranty expires.

All **Products** and **Labor** are Warranted for 1Year from date of Contract, with **2** exceptions,

- 1.** Damage Due to Act of Nature, (Thunderstorm, Power Surge, Dust, Liquid, Fire, Etc.)
- 2.** Damage Due to Act of Vandalism, (By anyone including but not limited to owners, employees, neighbors, deliberate and/or accidental)



Priority Service Plan

Option B – Priority Service Plan- Labor and Warranty Claims

Web Surveillance **Priority Service Plan** gives our clients **priority services at a fixed premium for labor**. Existing systems and or owner supplied equipment need preventative maintenance to reduce component failures. Under this plan labor costs can be budgeted at a fixed premium. The cost of travel, equipment de-installation and re-installation are covered at no additional expense. Expedited service, preventive maintenance visits and competent field personnel are all features of this plan.

Included in this plan:

- Travel, de-installation and re-installation of covered equipment for service/repair
 - No charge for labor on field repairs or replacement of covered equipment*.
 - Outsourced repairs and parts will be billed separately.
 - Guaranteed response times of:
 - 24 hours telephone (during normal business hours)
 - 48 hours on-site (from the time of call, excluding weekends)
 - Unlimited phone support
 - No charge on loaned equipment during extended repairs, dependent upon service pool inventory and availability.
 - No charge for transportation of equipment from your facility, to and from repair.
 - Consultation on system upgrades
 - Repair history logs
 - No charge for basic level system administrator training as necessary.
 - Special Requests as negotiated (see Special Services Offerings Worksheet)
 - Normal service hours are 9:00 AM to 5:00 PM Monday through Friday. After hours service will incur additional charges.
- *If optional equipments coverage is not selected the labor to change said equipments is not covered under this plan.
- After hours service. Normal service hours are 9:00 AM to 5:00 PM Monday through Friday.

- 6% of the total Invoices with an Annual Payment Contract.
- 0.6% of the total Invoices with a Monthly Payment ACH Contract.
- Plus \$40.00 per occurrence.
- Extended Warranty Service must be purchased before the existing Warranty expires.

All **Labor** is Warranted for 1 Year from date of Contract, with **2** exceptions,

- 1.** Damage Due to Act of Nature, (Thunderstorm, Power Surge, Dust, Liquid, Fire, Etc.)
- 2.** Damage Due to Act of Vandalism, (By anyone including but not limited to owners, employees, neighbors, deliberate and/or accidental)

Billing Terms:

Web Surveillance offers two payment plans for the Premier and Priority service offerings, monthly and annually. Both Service Contracts are based on pre-payment terms, meaning payment must be received prior to work being rendered. All invoices will carry net 30 day terms, however, contracts will commence only after payment has been received in full for the covered quarter or year respectively.

Parts and outsourced repairs will be billed separately for all equipment not covered as part of contract agreement. Excluded equipment will be identified by the customer and listed as an addendum to the service contract agreement.



Web Surveillance Extended Warranty and Service Contract



4195 West 150th Street Cleveland, OH 44135 Voice (440) 260 2679 Fax (440) 238-8877

Annual Maintenance Service

Option C – Annual Maintenance Service

Annual payment \$125.00 which includes:

- Voice and Internet TCP-IP technical support for the duration of the plan term only

Plus one visit to perform the following:

- Update system software if available
- Open and clean physical DVR system internally
- Run a hardware diagnostic competency test
- Update network and internet connection if available
- Update UserNames and Passwords

Additional optional charges:

- Camera cleaning and realigning = \$5.00 Per Camera
- Use of Boom Truck if needed = \$50.00 Per Trip up to 50 Miles RT

For Web Surveillance Use Only

Sales Person: _____

Covered Invoice Numbers & Equipments : _____

Special Notes: _____

Customer

Name: _____

Position: _____

Company Name: _____

Address: _____

City: _____

State: _____

Zip code: _____

Phone Number: _____

Fax: _____

E-Mail Address: _____

Plan Starting Date: _____

Selected Plans: AA AM BA BM CA

Amount Paid: \$ _____

Amount Due: \$ _____

Due Date: _____

Method of Payment: _____

Signature X _____

Date: _____