

911inform LLC Support Plan

POST WARRANTY SERVICES SUPPLEMENT

ONE-YEAR (INCLUDED) WARRANTY:

911inform will provide a one-year (12-month) warranty on all hardware and software delivered upon install, with no added cost. This 1-year warranty includes the following

- Hardware Repair & Replacement:
 - 911inform will repair and/ or replace all hardware-related issues that arise within the first year. This includes any equipment purchased from 911inform
 - Parts warranty includes next day parts replacement and four hour response time. Monitoring of the gateway and all equipment connected to the gateway. 911inform pings the gateway every three seconds and notify the customer of any equipment that the gateway has lost contact with.
- Redrawing of all Customer Site Changes
 - 911inform will update any and all building floorplan changes within the first year. This includes all building renovations, addition of emergency devices, and future technology integrations.
- 24/7 Monitoring of all Connected-Building Technologies
 - 911inform will monitor all devices connected to the customers gateway by pinging all integrated technologies every 3 seconds. This includes all video integrations, voice integrations and door access control integrations. 911inform will immediately notify customers of any equipment that loses connection to the gateway.

POST-WARRANTY MAINTENANCE:

911inform provides all customers with the option to extend the product warranty maintenance past the (included) first year, starting in Month 13. Post-warranty maintenance can be provided for any length of contract, agreed upon between customer and 911inform seller or until 2 years after product end-of-life. All services provided under the One-Year Warranty will be provided in the Post-Warranty Maintenance agreement, including:

- Hardware Repair & Replacement:
 - 911inform will repair and/ or replace all hardware-related issues that arise during the lifetime of the contract. This includes any/ all equipment purchased from 911inform
 - Post-warranty maintenance includes next day parts replacement and four hour response time. Monitoring of the gateway and all equipment connected to the gateway. 911inform pings the gateway every three seconds and notify the customer of any equipment that the gateway has lost contact with.
- Redrawing of all Customer Site Changes
 - 911inform will update any and all building floorplan changes. This includes all building renovations, addition of emergency devices, and future technology integrations.
- 24/7 Monitoring of all Connected-Building Technologies
 - 911inform will monitor all devices connected to the customers gateway by pinging all integrated technologies every 3 seconds. This includes all video integrations, voice integrations and door access control integrations. 911inform will immediately notify customers of any equipment that loses connection to the gateway.

****Disclaimer:** If post-warranty maintenance is not purchased, all material and drawings will be billed on a time and materials type basis**