

## WARRANTY AND SERVICE PLAN COVERAGE

### COVERED WITHOUT ACTIVE SUPPORT PLAN

SUPPORT SERVICES RECENTLY EXPIRED? WE ARE STILL ABLE TO HELP!

9AM-5PM EST, MONDAY – FRIDAY: EMAIL ONLY CONTACT

#### USER ACCOUNT SUPPORT

- Create user accounts
- Reset passwords
- Change email addresses

#### WARRANTY STATUS LOOK-UP

- Confirm warranty status of an Autani Manager and other hardware
- Provide information on the Support Service Plans

#### AUTANI PRODUCT INFORMATION

- Answer general questions about adding new products to an existing system
- Provide general summaries of product functionality
- Provide a customer's contact information to the Autani sales team upon request

### COVERED WITH ACTIVE SUPPORT PLAN

9AM-5PM EST, MONDAY – FRIDAY: BASIC PHONE AND EMAIL SUPPORT

*Support services are provided for 60 days following the date of system commissioning. This support includes everything in the above "Covered without Active Support" list.*

- Phone and email technical support\*
- Basic system configuration assistance\*
- Basic remote access troubleshooting
- Autani Manager connectivity troubleshooting
- Automated system backup and restore assistance
- RMA (Returned Merchandise Authorization) eligibility

\*Custom Scripting (PRO) support is not included

Continued....

**WARRANTY AND SERVICE  
PLAN COVERAGE**

**SUPPORT SERVICE PLANS**

	BASIC	ECONOMY	PREMIER
EnergyCenter Platform Upgrades	⊙	⊙	⊙
9am-5pm EST, Monday – Friday phone and email support	⊙	⊙	⊙
9am-5pm EST, Weekend call back and email support			⊙
Automated system backup and restore	⊙	⊙	⊙
Remote support and troubleshooting performed by an Autani Engineer	⊙	⊙	⊙
Advanced RMAs on approved credit <i>While manufacturer warranty still applies</i>		⊙	⊙
Advanced remote configuration assistance <i>1/4 hour increments; excludes PRO</i>	\$125/case	5 hours, then \$75/case	10 hours, then \$50/case
Instructor-led web-based trainings	\$250/two-hour training	1 two-hour training	4 two-hour trainings
PRO programming services <i>Performed remotely</i>	\$250/hour	\$175/hour	\$125/hour

*Multi-site discounts are available. On-site services are not included.*

**ADDITIONAL OFFERING**

PER CASE SUPPORT WITHOUT SUBSCRIPTION:

- \$500 per case, up to 2-hours per case