



Customer & Technical Support Options

January 27, 2011

Dear Valued Customer:

TempSys is committed to offering the highest level of customer service and technical support available. We offer a selection of support options to keep your CheckPoint monitoring system in good working order and best fit your operating budget needs. Our plans include As-Needed, Basic, Standard, and Premium levels of service and support, as summarized in Table I below.

Table I – Available Customer & Technical Support Plans

Support Plan ⁽¹⁾	Description	Online Documentation	NBH ⁽²⁾ Tech Support	24/7 Tiered Tech Support	Eq. Warranty for Manuf Defects	Annual On-Site Prev Maint & Calib
As-Needed	Customer elects to purchase replacement equipment and parts, refer to online documentation, and request on-site service and support quotes on an as-needed basis.	√				
Basic	Online and phone technical support during normal business hours, M-F, 8 AM - 6 PM Pacific.	√	√			
Standard	Online and phone technical support with Tiered 24/7 Response Time. Equipment warranty and replacement for manufacturer's defects.	√	√	√	√	
Premium	Online and phone technical support with Tiered 24/7 Response Time. Equipment warranty and replacement for manufacturer's defects. Annual on-site preventive maintenance and NIST-traceable probe swap-out available on a quoted basis.	√	√	√	√	√

(1) Each Support Plan includes unlimited software updates and electronic document downloads at no additional charge.

(2) **NBH** - Normal Business Hours, Mon - Fri, 8 AM - 6 PM Pacific Time, Excluding Holidays.

We invite you to contact your sales representative to learn more about the benefits and value-added services available with each plan and to receive a proposal to best meet your needs.

Sincerely,

CheckPoint Customer Support