

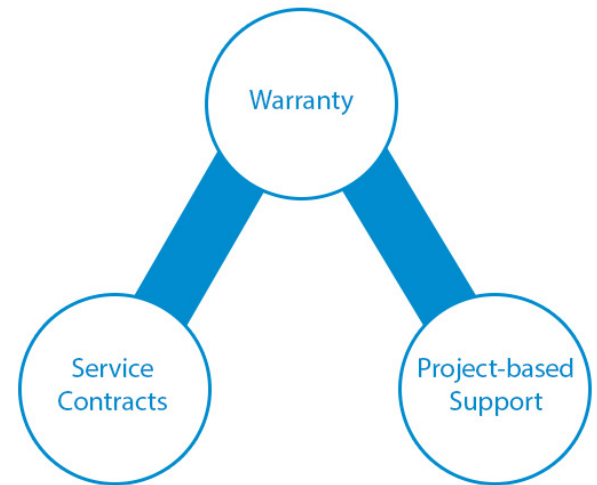
Support Contracts & Project Based Support

Pick up where your warranty left off!

In order to better serve our clients, Genfare is offering service contracts specifically designed to keep our clients' systems maintained and running smoothly once your warranty expires.

You have a few choices with which to support your system: Support Contracts or Project Based Support, or a combination thereof.

Both programs have been designed to transition from the warranty period into an ongoing support based on your agency's needs.



Support Contracts

You have several options when it comes to supporting your complete system once your warranty has expired.

Complete system coverage

- Help desk support with optional 24x7x365 coverage (calls are prioritized and follow a service level agreement)
- Discounts on technical services
- Discounts on training packages
- Discounts on OEM parts
- Discounts on repair services

Onsite service

- Let Genfare maintain and support your hardware
- Preventative maintenance programs

Project Based Support

Project based support includes all support and service requests that are not covered by warranty or support contracts. Project based support requests will be individually defined and approved by the customer, and then quoted by Genfare. Scheduling of the support will occur once a purchase order has been received and will be based on current availability.

Warranty

For a copy of our terms and conditions and warranty, go to www.genfare.com/warranty. Please refer to your individual contract terms for reference.