



## PATAPSCO SERVICE & SUPPORT RATES

A range of pre- and post-sales support services are provided or optionally available. This document covers the standard Patapsco options and pricing. If your requirements differ, please contact us and we will try to assist.

Patapsco endeavours to provide excellent support for all customers. Technical Support is available for the life-time of the product via email and a low-cost annual Support Agreement covering Telephone and Software Support together with Upgrades/New Features. Software releases for both field equipment and DbManager are made available via the above Agreement.

For critical applications you may want to consider the Fast Replacement service, which is purchased for 3 years and is very attractively priced. Alternatively hardware warranty can be extended for very low cost but on longer timescales. A Pre-Configuration service is available upon request. Please see below for further details on all of these services.

All our products are shipped with a comprehensive manual and quick start guide on a CD.

Please note that Patapsco's Normal Working Hours (NWH) are Monday to Friday 08:30 to 17:30 "UK time" and exclude UK Public Holidays.

All prices shown are in UK £ Pounds Sterling excluding VAT (European Value Added Tax) where appropriate.

### 1. EMAIL SUPPORT

Email support is provided for the life of the product. Email [support@patapsco.co.uk](mailto:support@patapsco.co.uk). We aim to respond within 48 hours of receipt of emails (within NWH).

### 2. AGREEMENT FOR TELEPHONE SUPPORT, TECHNICAL SUPPORT & SOFTWARE UPDATES

Patapsco provide the Customer with Telephone Support from Monday to Friday from 08:30 to 17:00 UK time (excluding UK national holidays).

This Agreement also includes access to all new software and non-chargeable new feature/facilities as they become available on both field equipment and DbManager. Pricing as per quotation. Mandatory for the first year, with the option of purchasing Life Time Agreement and On-Going (year 2 onwards) renewals.

If support/software upgrade agreement is not taken at time of order or not renewed if a current annual agreement has lapsed, subsequent purchase will be charged at a higher non-contracted rate (please contact office for details).

Out of hours support can be provided – please contact Patapsco to discuss your requirements.

### 3. STANDARD HARDWARE WARRANTY

All Patapsco products are warranted against faulty workmanship for a period of 12 months from shipping.

In the unlikely event of a unit failing, please contact Patapsco for a Return to Manufacturer Authority (RMA) number. The unit should be shipped to Patapsco in the UK, carriage paid and insured, with the RMA number visible on the packaging and documentation.

The unit will be repaired or replaced (at Patapsco's discretion), returned carriage-paid and insured, within 10 working days of receipt of the same. The repaired/replaced unit benefits from the remainder of the original warranty, plus a further 3 months.

### 4. EXTENDED WARRANTY

The Standard Warranty can be extended any time within the first nine months of purchase to three or five years at a respective cost of 6% (or £100 whichever is the higher) and 12% (or £200 whichever is the higher) of the List Price for all Patapsco products except for the Simulator which is 5% (or £80) and 10% (or £160) respectively. The one-off payment covers the relevant period of time.

Extended Warranty is not available as an option after the first nine months.

## 5. ANNUAL WARRANTY EXTENSION

Warranty on hardware can be extended annually up to year 7 of product life. This must run concurrently without any break in cover. Patapsco will contact the Customer at time of warranty expiry and invite them to renew. If the Customer chooses not to take up the renewal offer at that time, then Annual Warranty cannot be purchased subsequently at a later date. Payment must be received before the start date.

The price for Annual Warranty Extension is as follows:

Year	Percentage Of List Price	Minimum £
2	4%	£60
3	5%	£80
4	6%	£100
5	7%	£130
6	9%	£160
7	11%	£200

## 6. 3-YEAR WARRANTY EXTENSION

Exactly as above, but covering years 2, 3 & 4. Price: 10% of List Price subject to a minimum of £150.00. Must run concurrently without any break in cover.

## 7. ADVANCE FAST REPLACEMENT

Some customers require a speedy replacement of any failed unit and enhanced warranty coverage. Patapsco's Advance Fast Replacement Maintenance addresses this need.

Should a unit fail, the Customer contacts Patapsco for a Return to Manufacturer Authority (RMA) number. Patapsco will ship a replacement unit the next working day or sooner if possible (depends on carrier collection times). Delivery by the carrier will depend on final destination, although the equipment is always sent as priority via an air-based courier such as UPS/FedEx\etc (except in the case of the UK where over-land is used).

Replacement equipment is shipped at Patapsco's cost/risk but excludes any duties or taxes which are the responsibility of the Customer.

The Customer must return the failed unit within 2 weeks of receipt of the replacement unit or purchase the replacement equipment. Shipping and insurance of the returned failed unit is at customer's cost. Any duties into the UK are at Patapsco's cost.

The repaired/replaced unit benefits from the remainder of any original warranty, plus a further 3 months.

The price for Advance Fast Replacement Maintenance is as follows:

### 7.1 PURCHASED AT TIME OF ORDER (CONTRACT)

5% of the List Price during year 1 and 8% p.a. for years 2 or 3 subject to the following minimums. Year 2 or 3 is subject to an existing year 1 contract.

Years 1 *and* 2, or years 1, 2 *and* 3 can be purchased in advance at 10% and 17% respectively.

Minimum £:	Year 1	Year 2/3/4	Years 1 & 2	Years 1, 2 and 3
EEC	£110pa	£150pa	£200 for 2 years	£320 for 3 years
Other Europe	£125pa	£165pa	£225 for 2 years	£355 for 3 years
USA & Canada	£125pa	£165pa	£225 for 2 years	£355 for 3 years

Other locations - please ask

If the unit is found not to be faulty, Patapsco will charge a No Fault Found Fee of £120 to cover shipping and investigative time.

### 7.2 PURCHASED SUBSEQUENTLY AS-NEEDED (NON-CONTRACT)

Patapsco hold adequate shelf spares for contract customers and non-contract requests for this service may mean having to complete final build & test on the product which can extend timescales and thus this is offered on a "Best Efforts" basis. Typically, though, equipment is shipped the next day or the day following. Costs for each call on this service are 20% of the List Price or £450.00 minimum whichever is

higher in Year 1, 30% of the List Price or £550 minimum whichever is the higher in subsequent years. This must be paid for in advance by credit card with a signed agreement that should the failed unit not be returned to Patapsco within 2 weeks of receipt of the replacement unit being delivered, Patapsco is authorised to charge the full List Price value of the unit to the Credit Card. Shipping and insurance of the returned failed unit is at customer's cost and risk. Any duties into the UK are at Patapsco's cost.

The repaired/replaced unit benefits from the remainder of any original warranty, plus a further 3 months.

#### **8. FIXED PRICE REPAIR**

Patapsco are able to quote Fixed Price Repair costs should a unit fail outside of Warranty when no other cover has been purchased (Extended Warranty, Annual Warranty Renewal or Fast Replacement). Please contact us with details of your equipment.

#### **9. PRE-CONFIGURATION SERVICE**

Patapsco offers a Pre-Configuration Service where the units are shipped configured to customer requirements. All Patapsco units are simple to use and install, but with all sophisticated telecoms equipment basic skills are needed and an understanding of the processes to drive the units. The Pre-Configuration service will benefit those:

- whose time is limited
- where a small number of units are needed and familiarisation with the product is not required
- larger more complicated set-ups
- where a configuration on the first units will give a good introduction to self-installing subsequent units

#### **10. INSTALLATION & ON-SITE SUPPORT**

Patapsco is able to provide a member of the technical support team to install equipment and provide support at customer sites. Please contact us for a quotation.

#### **11. TRAINING**

Patapsco provide training at our UK facility or on-site training can be arranged if required.

Training at our UK facility is typically £600 per person per day. Please contact us with your requirements.

If you require training at your facility, please advise us of your requirements.

All courses and materials will be in English.

If you need any clarification or assistance, please contact Patapsco on the numbers below or [support@patapsco.co.uk](mailto:support@patapsco.co.uk)

**A Note on Credit Cards.** Funds taken through Patapsco's credit card facilities will be in UK£. Any conversion into other currencies will be at a rate under control of your credit card company, thus the quoted figure may not always match exactly the figure on your bill. If you need clarification, please call us.

**September 2009**