



NOTC Premium Maintenance Plan – Hardware/Software

Hardware

-For each year this Service Contract is in effect, we will provide at no cost to you a check-up of the Covered Products including Software updates, calibration, preventive maintenance and full functional testing of your NOTC System to include 51 Tests and/or inspections as a preventive maintenance and to minimize potential downtime.

-Extended parts warranty

- Quite simply we will replace at no cost to you any part needed for repair of covered products with a new, rebuilt or refurbished product of equal or similar features and functionality.

-Unlimited technical phone, email, and remote access support (site access dependent)

- NKI now has a dedicated phone line to give our customers Technical Support from 8 AM to 9 PM Eastern Time

-3 day response time for on-site repair guarantee for down systems

- NKI will have qualified on-site technicians within 3 business days for the duration of the repair.

-10% discount on additional services

- In the unfortunate instance that the damage or failure to a component is beyond the scope of coverage NKI will offer the components and labor at a 10% discount.

Software

- Software updates, and maintenance releases as they become available.

- As an additional benefit new releases of software will be sent to you at no cost. Technical Support will be available throughout the installation process and available to answer any questions you may have.

-New products will be discounted.

- Any new products release for distribution during the agreement period will be offered at a 20% discount to our premium coverage customers.

- Unlimited technical phone, email, and remote access support (site access dependent)

- Covers computer and monitor hardware

- 20% discount on newly developed tests.



NOTC Preventive (Basic) Maintenance Plan – Hardware

Hardware

- For each year this Service Contract is in effect, we will provide at no cost to you a check-up of the Covered Products including Software updates, calibration, preventive maintenance and full functional testing of your NOTC System to include 51 Tests and/or inspections as a preventive maintenance and to minimize potential downtime.
- Extended parts warranty
 - NKI will replace at a 15% discount to you any parts needed for repair of covered products with a new, rebuilt or refurbished product of equal or similar features and functionality. The foregoing coverage applies only to failures arising under normal use and does not include: cosmetic damage; malfunctions or failures resulting from: spilled liquids, misuse, abuse, neglect, alteration, vandalism, problems with electrical power, acts of nature, unusual temperatures or humidity or damage caused by unauthorized repairs or modifications
- Unlimited technical phone, email, and remote access support (site access dependent)
 - NKI now has a dedicated phone line to give our customers Technical Support from 8 AM to 9 PM Eastern Time
- 5 day response time for on-site repair guarantee for down systems
 - NKI will have qualified on-site technicians within 5 business days for the duration of the repair.
- 10% discount on additional services
 - In the unfortunate instance that the damage or failure to a component is beyond the scope of coverage NKI will offer the components and labor at a 10% discount.

Software

- Software updates, and maintenance releases as they become available.
 - As an additional benefit new releases of software will be sent to you at no cost. Technical Support will be available throughout the installation process and available to answer any questions you may have.
- New products will be discounted.
 - Any new products release for distribution during the agreement period will be offered at a 10% discount.
- Unlimited technical phone, email, and remote access support (site access dependent).
- Covers computer and monitor hardware (printer not included).
- 10% discount on newly developed tests.



VNG/VOG Bundle - Basic Maintenance Plan and VEST™ Software Subscription

- Annual inspection and calibration to perform preventive maintenance and minimize potential downtime
- Software updates, and maintenance releases as they become available
- Unlimited technical phone, email, and remote access support (site access dependent)
- Covers computer and monitor hardware (printer not included)
- 5 day response time for on-site repair guarantee for down systems
- 10% discount on newly released tests, parts and additional labor.