

# IVC Support Services

- Product warranties
- Installation and set up assistance
- Remote support
- On-site support
- Training documentation services
- Factory Acceptance Tests
- Software support subscriptions
- Extended warranty
- Spares and replacement options



IVC stands behind our quality hardware and software products with equally outstanding support. Our standard support and warranties are sufficient to see you through the installation, configuration, and successful start-up of your video surveillance system.

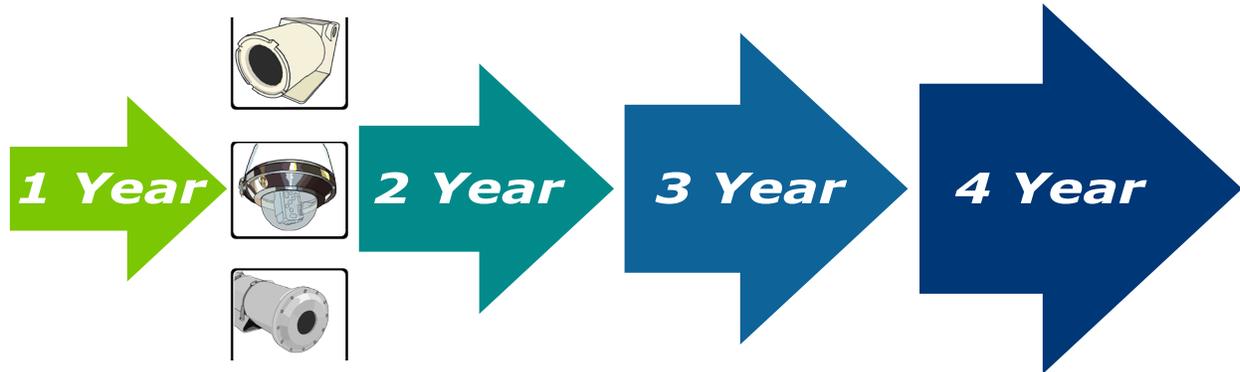
However, if your project support needs become more immediate or complex, we offer several cost-effective options to assist you in implementation, technology knowledge transfer, and problem resolution. Use our expertise so that you can focus yours where it is needed.

## ▶ IVC Support Services

IVC is committed to your success. We enjoy an excellent reputation as a company that stands behind the solutions we provide. The support services listed below are designed to make the job of installing, integrating, using, and maintaining our video surveillance solutions as easy as possible. We encourage our customers to take advantage of these cost- and time-saving services.

**In-Warranty Services** - Our hardware products are sold with a one year parts and labor warranty. During this period, IVC will repair or replace cameras that have failed during normal operation. To initiate a repair or replacement call IVC support or visit our website for a Return Material Authorization (RMA) form. IVC will not accept any products for repair without an authorized RMA form.

**Extended Warranty Services** - The standard warranty for IVC products is one year parts and labor. We offer one-, two-, and three-year warranty extension programs. The cost is generally a percentage of the price of the hardware purchased. IVC can also customize a support agreement to meet your specific support needs.



## ▶ Software Support Options

IVC offers two Software Support options so you can pick the one that best suits your needs.

**SLPP Option** – Designed for customers that want the peace of mind of a long term support contract, the SLPP provides one year unlimited email, phone, and web support for the IVC software products you have purchased. During the coverage period customers will have access to a variety of resources on the IVC Support website. This support contract also entitles you to free point releases and bug fixes. As an added benefit, purchasers of the SLPP option are eligible for a 10% discount on our training options and on-site support options. This option must be purchased within 30 days of your purchase of the software you wish covered.

**Pay as you go option** – This option is designed for customers that have ordered smaller, basic systems and may just need a little help with installation and configuration or those that have an emergency situation that needs immediate attention. Buy only the support hours you need or that you think you will need.

Software Support Options	Coverage Period	Includes software updates, bug fixes	Discounted Training	Discounted On-site Support	Cost
SLPP	1 year / 10 hr	√	√	√	15% of list price of covered software packages
Pay as you go	n/a				\$145/Hr

## ► Support Extension Rates

Whether you purchase a support package or not, you always have the option to purchase additional hours of support as your project warrants. The table below indicates the rates for these services. Please note that these rates are subject to the following conditions:

- Add-on rates are based on an 8 hour day within the time zone from which the support is being provided.
- Extended Day Support is limited to an additional 4 hours. Time required beyond this period is subject to the hourly upcharge for Round the Clock Support.
- Round the Clock Support includes weekends and holidays.

Support Rates	Add-on Remote Support	Add-on On-site Support*	Upcharge for weekend support	Upcharge for Extended Day Support	Upcharge for Round the Clock Support
Pay as you go	\$145/hr	\$170/hr	50%	50%	100%
SLPP	n/a	\$150/hr	50%	50%	100%

\*Travel expenses not included

## ► System Maintenance Contracts

After initial installation, it is common for most systems to change, whether by design or accident. Equipment ages, networks expand, operational and administrative requirements evolve. To help you keep up the dynamic nature of your video system, IVC offers quarterly maintenance contracts that offer the following services:

- Camera recalibration
- System bandwidth tuning
- Camera settings and utilization optimization
- Autonomous camera operations optimization
- Confirmation of video storage settings and replay functions
- Confirmation and optimization of PTZ camera settings (presets, panoramas, PTZ limits, slave PT settings, GPS setting)
- Validation of auxiliary button settings
- Validation of Relay Server event settings
- Video network analysis
- Message system optimization
- System backup
- Software update, if necessary

After system analysis and performance tweaking, IVC Support will provide you a report that includes recommendations for achieving optimal system performance.

Maintenance Options	Base Price*	Per camera fee	Relay Server Software	Longwatch Software	View Station Software
SMPQ	\$1200	\$90	√	√	
SMPQ-V	\$1200	\$120	√	√	√

\*Travel expenses not included

## ▶ Training

IVC offers in-house, on-site, and Internet-based training courses for installers, administrators, and operators of IVC IP video systems. There are courses available for Relay Server, View Station, and Longwatch software products. We provide training at our office near Boston, MA, over the Internet, or at your facility. Prices include training materials for all students.

As with all of our products, IVC can customize a training program to meet your specific requirements. Our goal is to get you up to speed on the system you purchase as quickly as possible. And remember, those who purchase one of our premium support options, are entitled to receive training at a discounted price.



Training Options	@ IVC*		On-site**		Web	
	Order #	Price *	Order #	Price **	Order #	Price
Relay Server	TR-1001-01	\$1,000	TR-1001-02	\$2,000	TR-1001-03	\$1,000
View Station	TR-1002-01	\$2,000	TR-1002-02	\$4,000	TR-1002-03	\$2,000
Longwatch	TR-1003-01	\$3,000	TR-1003-02	\$4,000	TR-1003-03	\$3,000

\*Price per student \*\*Travel Expenses not included; Limited to 8 students

## ▶ Additional Services

**Configuration/Installation** - To simplify the installation of your IP video system, IVC offers a variety of configuration and installation services. Preconfiguration of camera hardware, the preloading and configuration of the management software, network design, and functional system testing can expedite the installation of your system, particularly large multi-camera systems. Although much of this work can be done at our factory, IVC can also be contracted to help with on-site installation and commissioning activities.

**Factory Acceptance Tests** - To ensure that the system we deliver meets expectations and to shorten installation time, we recommend customers consider purchasing a Factory Acceptance Test. All or a representative portion of the video system purchased as configured at our facility. Our engineers, with your company representative on hand, then go through an exhaustive test procedure to show that the system works as specified. Our customers who take advantage of

this service often uncover ways to fine tune the system so it exactly meets expectations. On-site FATs are available at an additional cost. Many customers also schedule hands-on training along with the FAT.

**Documentation Services** - Should our standard product documentation not meet specific corporate or governmental guidelines, IVC can be contracted to create documentation to meet the most stringent requirements.

**Spares and Replacements** - For applications that require as close to 100% up time as possible, we recommend having sufficient spares on-site. To help our customers better manage this, we offer our Factory Spares option. With this option, customers pay a percentage of the price of the spare. IVC will stock the spare part and guarantee shipment within 24 hours. Upon shipment of the spare, we will invoice the customer for the balance due.



**MADE IN THE  
USA**

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