

EXTENDED WARRANTY MAINTENANCE PLANS

Syntech provides a manufacturer's warranty on FMU equipment for 15 months from the date of shipment, or a 12 month period from date of installation, whichever comes first. Additionally, Syntech provides a 12 month manufacturer's warranty on AIM equipment from date of purchase. Customers are able to upgrade their manufacturer's standard warranty to a super warranty program. Further protect your investment by purchasing an extended maintenance program from one of our annual plans below.

FM/ive

<u>LIMITED MAINTENANCE</u>	<u>STANDARD MAINTENANCE</u>	<u>SUPER MAINTENANCE</u>
<p>\$550 First Unit Each Additional Unit \$275</p> <ul style="list-style-type: none"> <input type="checkbox"/> Unlimited phone support and diagnostics from 8:00am - 8:00pm EST, Monday through Friday, excluding federal holidays <input type="checkbox"/> 10% discount on repair parts 	<p>\$1,275 Each Unit</p> <ul style="list-style-type: none"> <input type="checkbox"/> Unlimited phone support and diagnostics from 8:00am - 8:00pm EST, Monday through Friday, excluding federal holidays <input type="checkbox"/> Free required repair parts (excluding Acts of God) 	<p>\$2,650 Each Unit</p> <ul style="list-style-type: none"> <input type="checkbox"/> Unlimited 24/7 phone support and diagnostics <input type="checkbox"/> Free required repair parts <input type="checkbox"/> Acts of God coverage <input type="checkbox"/> Free Surge / Lightning Kits <input type="checkbox"/> Free Certified Technician site visits as required
* ALL FMUs MUST BE COVERED		

TELEMATICS

AIM

\$6.25 each AIM Module

- Unlimited phone support and diagnostics from 8:00am - 8:00pm EST, Monday through Friday, excluding federal holidays
- Failed Hardware Replacement

* ALL AIMS MUST BE COVERED

LEGACY

<u>LIMITED MAINTENANCE</u>	<u>STANDARD MAINTENANCE</u>	<u>SUPER MAINTENANCE</u>
<p>\$550 First Unit \$275 Each Additional Unit</p> <ul style="list-style-type: none"> <input type="checkbox"/> Unlimited phone support and diagnostics from 8:00am - 8:00pm EST, Monday through Friday, excluding federal holidays <input type="checkbox"/> Free Software & Firmware Updates <input type="checkbox"/> 10% discount on repair parts 	<p>\$1,175 Each Prokee/Smartcard Unit \$1,275 Each Credit Card Unit \$400 Each Pedestal Receipt Printer</p> <ul style="list-style-type: none"> <input type="checkbox"/> Unlimited phone support and diagnostics from 8:00am - 8:00pm EST, Monday through Friday, excluding federal holidays <input type="checkbox"/> Free Software & Firmware Updates <input type="checkbox"/> Free required repair parts (excluding Acts of God) 	<p>\$2,650 Each Unit \$850 Each Pedestal Receipt Printer</p> <ul style="list-style-type: none"> <input type="checkbox"/> Unlimited 24/7 phone support and diagnostics <input type="checkbox"/> Free Software & Firmware Updates <input type="checkbox"/> Free required repair parts <input type="checkbox"/> Acts of God coverage <input type="checkbox"/> Free Surge / Lightning Kits <input type="checkbox"/> Free Certified Technician site visits as required
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CUSTOMER SUPPORT SERVICES

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		FML/vo	LEGACY
Basic Telephone Support (Monday - Friday 8am - 8pm Eastern)	per hour	\$145	\$145
Minimum Charge	per call	\$42	\$42
**No Charge to warranty or maintenance customers			
Advanced Technical Support (Monday - Friday 8am - 8pm Eastern)	per hour	\$185	\$185
After Hours Technical Support			
Customers not under warranty and do not have a maintenance agreement	per hour	\$185	\$185
Customers under warranty or have limited or standard maintenance agreements	First hour	\$80	\$80
	Each additional hour	\$145	\$145
Super Warranty or Super Maintenance Customers		\$0	\$0
AIM Firmware Upgrade			
**Warranty and maintenance customers receive one free upgrade per year			
Minimum Charge	per Upgrade	\$250	\$250
Auto	per AIM	\$11	\$11
Manual	per AIM	\$55	\$55
FMU Firmware Upgrade			
**Warranty and maintenance customers receive one free upgrade per year			
First Unit	per FMU	\$0	\$275
Additional Units	per FMU	\$0	\$150
Credit Card Network Change (Does not require firmware upgrade)	per FMU	N/A	\$145
Credit Card Terminal ID Change	per FMU	N/A	\$68
System Type Change (Does not include changes to database)	per FMU	\$80	\$80
Work Flow Changes			Call for Pricing
Prox Card/FOB Configuration Changes	First FMU	\$265	\$265
	Each additional FMU	\$80	\$80
	per FMU	N/A	\$155
Credit Card/Twilight Batch Processing			
**No charge for warranty and maintenance customers			
Credit Card/Twilight Batch Clearing	per FMU	N/A	\$75
**No charge for warranty and maintenance customers			
Fuel Price Changes	per FMU	N/A	\$100
<u>SOFTWARE SERVICES</u>			
Software Upgrade		\$0	\$400
Data Conversion or Database build		\$2,350	\$1,900
Custom Import Tool		n/a	\$1,265
Standard Custom Export Tool		\$1,565	\$1,265
Initial Prokee/Smartcard Encoding			
New customers	per prokee/card	\$5	\$5
Existing customers	per prokee/card	\$35	\$35
SQL Express Install			
Customers under warranty or have a maintenance agreement		\$255	\$255
Customers not under warranty and without a maintenance agreement		\$485	\$485