

Installation, Maintenance & Support

Factory Acceptance Testing

Included with every system purchase is a 509 Technologies (509) Factory Acceptance Test. 5,000 product samples and a corresponding data file (when appropriate) are required to be sent to 509 after the purchase order and 40% deposit are received by 509. 509 will utilize these product samples for system setup, as well as to perform a Factory Acceptance Test with the customer, prior to shipping the completed system to the customer location. Upon customer approval (sign off) of the Factory Acceptance Test and receipt of 40% prior-to-ship payment, the completed system will be crated and shipped to the customer location.

Installation & Training

Installation and training services are generally included with all 509 system purchases. Installation and training takes place at the customer location during normal business hours. If 2nd and 3rd shift training is required, additional charges may apply.

Installation & Training Travel Expenses

Installation & Training Travel Expenses are generally billed at actual with a 509 technician expense report being submitted with the invoice. Flat fees may be charged upon request.

Annual Preventive Maintenance Agreement (PMA)

New system purchases include one-year parts and 90-day labor limited warranty, excluding wear parts such as heads, drive wheels and belts. It is recommended PMA's be purchased with the original equipment order and each year thereafter to insure the system maintains optimum performance and to reduce downtime. PMA's include:

- 2 scheduled annual preventive maintenance inspections and service coordinated around customer's production environment (includes labor, replacement parts, and all travel expenses).
- Unlimited 48 hour response for unscheduled onsite troubleshooting and maintenance (includes labor and parts; travel expenses billed at actual).
- Unlimited unscheduled telephone support between 8:00AM and 5:00PM EST Monday – Friday, excluding holidays.
- Quarterly Quality Assurance Encoding Reports (where applicable).
- PMA paid in quarterly installments.

Standard Onsite Technical Support/Training

Includes 1st shift (8 hours) support and training. Daily 509 technician rate, plus travel expenses billed at actual. Flat travel fees may be arranged upon request.

Premium Onsite On-call Technical Support/Training

Includes 24 hour on-call support (509 technician within several minutes driving distance) with the 509 technician being onsite 4 hours per day, 2nd and 3rd shift hours, and weekend rates. Premium 509 daily technician rate, plus travel expenses billed at actual. Flat travel fees may be arranged upon request