



Extended Support Agreement

CLIENT:

Product Description:

Peripherals/ Modifications:

12 Month Extended Warranty

Lumetrics warrants that the installed products shall be free from defects in material and workmanship for twelve (12) months from the date of this document. If a failure occurs during the warranty period, Lumetrics will repair or replace the defective product or component, free of charge.

During this Warranty Period, if a Lumetrics representative determines that the material or workmanship of the product is defective; Lumetrics will repair the product with new or rebuilt parts. Warranty coverage terminates if you sell or otherwise transfer the Product.

36 Hour Restoration on Mission Critical Systems

Lumetrics agrees to maintain a current inventory of spare parts as needed to ensure immediate shipping in the event of a part failure. If a repair timeframe is estimated to exceed 36 hours for operational restoration on a mission critical system or component, Lumetrics will provide a loaner system and the associated labor as required to restore usage within the first 36 hours.

24/7 User Support

Live and Internet user support M-F, 8:00AM-5:00PM EST for problem resolution and user support questions. Pager support evenings and weekends. Thirty (30) minute committed return response time.

Calibration /Recertification

Lumetrics will perform periodic systems calibration as required to ensure consistent measurement accuracy is maintained to original certification tolerances.

This Service Level Agreement constitutes a binding contract between the customer and Lumetrics. Signatures below indicate acceptance of the terms contained herein.

Lumetrics Incorporated:

Signature: _____ Print Name: _____

Title: _____ Date: _____

Client:

Company Name: _____ Department/Division: _____

Signature: _____ Print Name: _____

Title: _____ Date: _____