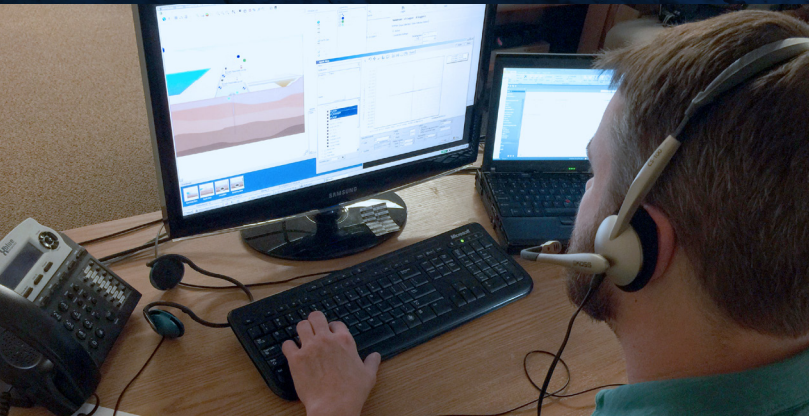




Support Options



Overview

Canary Systems® support packages are carefully designed to meet different levels of client requirements, project scopes and deployment sizes. They help maintain the reliability of your monitoring system, and increase and sustain its value, at a fraction of the original system deployment cost. Plans include **priority support** at discounted rates without additional incident fees, free software upgrades, and free on-site days.

Support Plans

Bronze basic support level provides for troubleshooting for Canary Systems® products, including hardware and MLSuite® software. Options include **free remote support via phone, email, and remote desktop**. On-site day(s) for troubleshooting, training and testing and replacement of batteries are available depending on overall budget. Hardware support includes free repair/replacement of defective parts (**Warranty Extension**), and an annual inventory report.

At the advanced **Silver support level**, Canary Systems® support engineers **actively monitor system reliability** in addition to the basic troubleshooting services included at the Bronze level. This guarantees delivery of raw data and general system health, freeing up client staff for more advanced tasks.

The **Gold level** provides **comprehensive pro-active risk management** services through Canary Systems®. In addition to basic troubleshooting and monthly reporting, Canary Systems® staff actively improve and maintain database configurations, review instrument data, alarms and events, notify site staff of trends and developments, and make recommendations for system improvements.



PERIODIC
REPORTING



SYSTEM
HEALTH



TRAINING &
UPDATES

GOLD SUPPORT

INCLUDES ALL SILVER & BRONZE LEVEL SUPPORT ITEMS

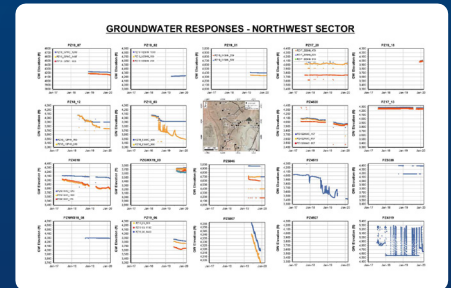


COMPREHENSIVE PROJECT REPORT
WITH DATA REVIEW



\$105/HR

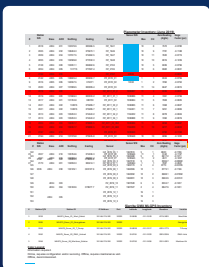
ADDITIONAL SERVICE HOURS
INCLUDED (BUDGETED)



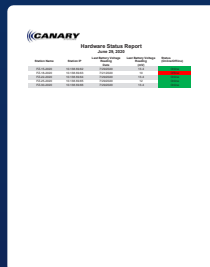
CUSTOM REPORTING

SILVER SUPPORT

INCLUDES ALL BRONZE LEVEL SUPPORT ITEMS



INVENTORY REPORT
(MONTHLY)



STATION REPORT



\$130/HR

ADDITIONAL SERVICE HOURS
INCLUDED (BUDGET)



INSTRUMENT
STATUS REPORT



SERVER REPORT

BRONZE SUPPORT



INSTALLATION OF
SERVICE PACKS & NEW
RELEASES VIA REMOTE DESKTOP



PHONE, EMAIL, REMOTE
TROUBLESHOOTING,
ONLINE SERVICE DESK



DISCOUNTED
SERVICE RATE;
NO INCIDENT FEE



REPAIR / REPLACEMENT
OF DEFECTIVE HARDWARE
(WARRANTY EXTENSION)



ON-SITE DAYS
(TRAINING & SYSTEM MAINTENANCE
NEW INSTALLATIONS EXCLUDED)



\$155/HR

ADDITIONAL SERVICE HOURS
AVAILABLE FOR PURCHASE



INVENTORY REPORT
(ANNUALLY)



BATTERY TESTING AND
REPLACEMENT (IF ON-SITE
DAYS AVAILABLE)