

PRODUCTS						
Product Families	Equitrac Professional™		Equitrac Office™		Equitrac Express™	
	<b>Software:</b> <input type="checkbox"/> Equitrac Professional Suite <input type="checkbox"/> Equitrac Professional Enterprise Edition	<b>Hardware:</b> <input type="checkbox"/> PageCounter Professional™ <input type="checkbox"/> PageCounter™ <input type="checkbox"/> NETBuffer <input type="checkbox"/> Hardware Accessories	<b>Software:</b> <input type="checkbox"/> Equitrac Office Suite <input type="checkbox"/> Equitrac Office Small Business Edition	<b>Hardware:</b> <input type="checkbox"/> PageCounter <input type="checkbox"/> Hardware Accessories	<b>Software:</b> <input type="checkbox"/> Equitrac Express Suite <input type="checkbox"/> Equitrac Print Release System	<b>Hardware:</b> <input type="checkbox"/> PageCounter <input type="checkbox"/> Equitrac Pay Station™ <input type="checkbox"/> Hardware Accessories
PRODUCT WARRANTY						
<b>Hardware<sup>1</sup></b> Return to Factory for Repair or Replace	Term of warranty is 90 days for all hardware products					
<b>Software</b> Media Replacement, Defect Fix <sup>2</sup>	Term of warranty is 90 days for all software products					
EQUITRAC DIRECT SUPPORT SERVICES - Installation plus Monthly, Quarterly or Annual Maintenance						
<b>Hardware and Software Installation<sup>3</sup></b>	Equitrac will perform hardware and software installations on-site during normal business hours (8:00 am to 5:00 pm local time) Monday to Friday, excluding national holidays					
<b>Remote Software Support</b>	Qualified Equitrac Technical Support Engineers will help you to resolve unlimited incidents. Hours of operation are 8:00 am to 8:00 pm EST Monday to Friday excluding national holidays. Service requests may be phoned in (1.877.EQUITRAC or +1.519.885.2417) or emailed to support@equitrac.com					
<b>On-Site Software Support</b>	If a problem cannot be resolved remotely, a qualified support engineer will be dispatched to the customer site to resolve the hardware or software problem (Travel Extra <sup>4</sup> )					
<b>Software/Firmware Updates</b>	Software and Firmware updates will be made available and/or installed by Equitrac as determined by Customer Support					
<b>Hardware Maintenance</b>	Hardware problems will be verified remotely (via 1.877.EQUITRAC or support@equitrac.com). If on-site assistance is required then a field engineer will be dispatched to the customer site. If on-site assistance is <b>not</b> required, then the replacement hardware will be shipped immediately. (Advanced Replacement Program)					
EQUITRAC PARTNER SUPPORT SERVICES <sup>5</sup> - 1 Year Mandatory <sup>6</sup> , 3-Year Optional, Registration Required <sup>7</sup>						
<b>Remote Software Support</b>	Qualified Equitrac Technical Support Engineers will provide SECONDARY TECHNICAL ASSISTANCE to your pre-qualified technical staff to help you to resolve unlimited incidents. Hours of operation are 8:00 am to 8:00 pm EST Monday to Friday excluding national holidays. Service requests may be phoned in (1.877.EQUITRAC or +1.519.885.2417) or emailed to support@equitrac.com					
<b>Software/Firmware Updates</b>	As software and firmware updates are produced, they will be made available to you for installation at your customer sites					
<b>Hardware Depot Maintenance</b>	Equitrac will repair or replace defective hardware returned to our Repair Facility.					

1) Hardware warranty is limited, see purchase agreement for details, shipping to/from Equitrac costs are the responsibility of the customer.  
 2) Software Warranty includes defect resolution against documented behavior only, no warranty of suitability for any task is implied.  
 3) Installation by Equitrac is chargeable and is required in order to provide Equitrac Direct Support Services, limits to implementation and customer participation requirements may apply.  
 4) On-Site support may involve separate charges for travel outside Equitrac Standard Support Areas.

5) Equitrac Partner Support Services are available to Equitrac Certified Channel Partners only, Support terms begin on Product Activation for software and Hardware support is additive to the standard 90-day warranty that is effective on factory shipment.  
 6) The first year of Partner Support Services are mandatory for Equitrac Office and Equitrac Express family of products sold by Equitrac Certified Channel Partners. Year 2 and 3 support is optional.  
 7) To be eligible for Equitrac Partner Support Services, Partners and/or Customers must register support licenses at the time of Software Registration and Activation.