

# Client Services Coverage Options



Options

	Software Support Agreement (SSA)	Annual System Integrity Review	Annual Preventative Maintenance Plan	Parts Service Maintenance Coverage	Labor Service Maintenance Coverage	Full Service Coverage
Manufacturer Technical Support (phone)	✓					✓
No cost patches*	✓					✓
No cost upgrades*	✓					✓
<b>Annual Inspection</b>						
Site visit by certified VTI technician		✓				✓
Evaluate software operation		✓				✓
Perform diagnostics on head-end equipment		✓				✓
Purge & compress database(s)		✓				✓
Review network configuration		✓				✓
Confirm back-ups of system data		✓				✓
Confirm recording & playback of video recording equipment		✓				✓
Check operating conditions (temperature, dust, fan filters)		✓				✓
Recommend additional service and/or software updates		✓				✓
<b>Reduced Labor Rates (work not covered by service plan) during normal business hours</b>						
8% discount for menu agreement		✓	✓	✓	✓	
16% discount for full agreement						✓
<b>Inspection &amp; Testing</b>						
Cameras & enclosures			✓			✓
Pan/tilt/zoom units			✓			✓
Power supplies***			✓			✓
Check access control panels			✓			✓
Card readers			✓			✓
Alarm points for proper reporting to monitoring device**			✓			✓
Intercom substations			✓			✓
Photo ID printer			✓			✓
<b>Clean</b>						
Cameras & enclosures			✓			✓
Photo ID printer			✓			✓
<b>Additional Services</b>						
Priority response to service calls						✓
Preventative maintenance site visit (1) for field devices						✓
Use of VTI man-lift				✓		✓
Repair or replacement of failed components				✓		✓
Loaner equipment at no additional charge when available				✓		✓
VTI Help Desk/Phone Support - 1/2 hour minimum						✓
VTI service labor used during normal business hours****	✓	✓	✓	✓	✓	✓

**After hours service is available, please inquire about pricing**

**Notes**

Equipment not covered-customer provided servers/workstations, electric door hardware, system cabling, and parking equipment

**Additional Notes**

\*Labor not included

\*\*May include but not limited to door contacts, glass breaks, motion detectors

\*\*\*Charging and/or battery replacement and output voltage

\*\*\*\*8 am - 5 pm, Monday - Friday, Holidays Excluded