



ThirdShift Systems

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4730 N State Rd, Alma, MI 48801

Service Contracts

Available to a Limited Number of Customers

Services included with any system installation from TSS: Free

-Warranty / Labor: Reolink products carry a two and a half (2.5) year warranty against defects; PoeWit products carry a two (2) year warranty against defects. Any other materials used for equipment installation carry a one (1) year warranty. TSS will carry out legitimate warranty equipment exchanges with no labor cost for one (1) year from date of installation. Labor will be charged for warranty work after one (1) year from date of installation unless customer meets the requirements for a modified labor rate under a service contract.

-Settings / Recordings Service & Assistance: TSS provides one (1) on-site call back within two (2) months of the installation date for modifying system settings / aiming cameras / demonstrating application and standard controls, limited to (two) 2 hours max of application / programming demonstration time. TSS will provide up to two (2) hours of remote assistance per year for customers with reported criminal incidents captured on camera; this is limited to assisting customers with locating and saving video files associated with actual criminal incidents that are reported to law enforcement.

Base Service Contract: \$25 / month or \$275 / year if paid in whole

-Warranty / Labor: Includes everything from free service plan, plus 50% off labor rate for warranty equipment replacement after one (1) year from installation to end of warranty period for that product.

-Settings / Recordings Service & Assistance: Includes everything from free service plan, plus TSS will expand provided remote assistance for customers with reported criminal incidents captured on camera up to twelve (12) hours per year. Additionally, TSS will provide up to one (1) hour per month of automatic remote assistance with checking settings and programming when requested by customer.

-Basic System Maintenance: TSS will provide one annual camera lens cleaning, bug deterrent application, and NVR cleaning (up to 8 cameras; \$5 fee for each additional camera; location of system must be within 30 driving miles of Alma, MI or a mileage fee of \$50 will be incurred).

*On-site maintenance visit requires at least six (6) months of service contract in effect prior to date of visit

Advanced Service Contract: \$50 / month or \$550 / year if paid in whole

-Warranty / Labor: Includes everything from free & base service plan. Expanded to offer 75% off labor rate for warranty equipment replacement after one (1) year from installation to end of warranty period for that product.

-Settings / Recordings Service & Assistance: Includes everything from free & base service plans.

-Enhanced System Maintenance: TSS will provide one annual camera lens cleaning, bug deterrent application, and NVR cleaning, plus **one additional on-site visit per year for exterior camera cleaning / bug deterrent application only.** (up to 8 cameras, \$5 fee for each additional camera; location of system must be within 30 driving miles of Alma, MI or a mileage fee of \$50 will be incurred).

*On-site maintenance visit requires at least six (3) months of service contract in effect prior to date of visit

-Long Duration Contract Bonus: If a customer maintains the Advanced Service Contract for a period of not less than 2 years the following bonus options will be provided by TSS:

- 50% off labor for the installation of up to two (2) new cameras at new locations at existing site, **AND**
- Replacement or addition of one (1) internal storage hard drive up to 6tb, **OR**
- One (1) free new replacement camera at existing camera location with camera of similar style.

*Long duration contract bonuses repeat every 2 years of continued contract maintenance