



EXTENDED SERVICE AND PRODUCT REPLACEMENT PROGRAM FOR ENTERPRISE SYSTEMS

Lencore enterprise systems deliver the highest quality noise management, communications and audio solutions. With an extended service and product replacement program in place, Lencore clients will continue to receive the latest firmware, system enhancements and security upgrades from our team of professionals pursuant to these program terms and conditions. This program also takes into account the potential need for on-site service and product replacement.

Technology and software are constantly changing and maintaining system performance is vital for your building operations. The Lencore Enterprise Extended Service and Product Replacement Program prioritizes your support to ensure your system operates at maximum performance.

The following remote services are included in the program at the customer's request:

Remote Services:

- OnDemand firmware, security and software feature updates
- System training and familiarization
- Extended and after-hours Technical Support
- 2-Business Day equipment replacement guarantee for defective equipment
- Rezoning existing system through Sound Manager (where needed)
- Access to discounted on-site services listed below with Lencore certified technicians

Discounted On-Site Services:

- Field assessment and walk through to confirm system operation, sound uniformity, paging levels and overall functionality of the system
- Verify and adjust headend and Operating Platform (OP) connections
- Equalize, balance, and set system levels
- Any / All technical support issues that cannot be resolved remotely

Total of \$995 for two (2) years from date of original service order

Extended Service and Product Replacement Program billed in advance at time of order

Does not apply to discontinued or end-of-life hardware. Discounted rates are negotiated between Lencore and the end user's installer. OnDemand updates require network access to remote into the enterprise system. Contact Lencore at ExtendedService@Lencore.com with any questions.