



PREPAID SERVICE PLANS: SUPERIOR SUPPORT, MAXIMUM VALUE

Do you need service to maintain your security system but only want to pay for the actual time that a technician will spend at your location? Choose an Idesco **prepaid service plan**! Our factory-trained and certified service team will provide the highest quality hands-on service in a timely manner to minimize downtime and reduce maintenance costs.

Our Packages

We offer 4 prepaid service plan packages to help you protect your investment and save big. All costs for parts and labor will be deducted from your service plan package for an easy and straightforward experience.

- **Bundle #1 - \$1,500 Parts & Labor Service Plan**
Hourly labor rate: \$150.
- **Bundle #2 - \$3,000 Parts & Labor Service Plan**
Hourly labor rate: \$150.
- **Bundle #3 - \$6,250 Parts & Labor Service Plan**
Hourly labor rate: \$125.
- **Bundle #4 - \$12,000 Parts & Labor Service Plan**
Hourly labor rate: \$120. Includes Remote Site Support Unattended - a \$995 value.

How much will I be charged without a service plan?

The minimum charge for service is \$375 for 2.5 hours. The hourly rate thereafter is \$150. The cost of parts is not included.

With a service plan package, you will only pay for the exact amount of time that a technician spends at your site. For example, if a technician fixes your system in 20 minutes, we will only use 20 minutes from your prepaid plan based on the hourly rate of your package.

Add-ons

- **Remote Site Support (Access Control and CCTV Only)**

An Idesco technician will log in to your server to remotely diagnose, troubleshoot and even make repairs without dispatching a technician onsite.

Cost: \$75 per incident

- **Remote Site Support Unattended (Access Control and CCTV Only) - Yearly Fee**

A small application will be loaded on your machine that will allow us to gather data from your system and alert us to system troubles as they occur. We can then remotely diagnose, troubleshoot and make repairs without dispatching a technician onsite.

Cost: Yearly fee of \$995



Idesco Corp.

37 West 26th Street, 10th Floor - New York, NY 10010

Toll Free: 800-336-1383 - Ph: 212-889-2530 - Fax: 212-889-7033

Email: info@idesco.com - www.idesco.com



TERMS AND CONDITIONS

1. **Term.** The initial term of this Agreement shall commence on the date on which the Agreement has been signed by both parties. This agreement will not automatically renew.
2. **Description of Covered Services.** During the term of this Agreement, Idesco agrees to provide the preventative and remedial maintenance services described in the relevant service plan. Pursuant to your plan, Idesco technicians will perform maintenance services, at the scheduled frequency, sufficient to keep equipment in good operating condition.
3. **Coverage Hours.** Unless otherwise noted on the front side of this form, service will be provided Monday through Friday, 9:00am to 5:00pm local time, excluding holidays observed by Idesco.
4. **Description of Uncovered Services.** Services provided by Idesco under this agreement do not include repairs, testing or replacement of equipment or parts caused by (a) unauthorized tampering/modification of the equipment; (b) use of the equipment for other than the use for which designed; (c) accident, misuse, abuse, neglect or disaster, including but not limited to, fire or flood; (d) defects which arise from the use of non-Idesco approved parts, attachments, devices or supplies; (e) Shipping damage; and (f) data loss resulting from the absence of an accurate back-up.
5. **Pricing.** Prices for the maintenance services are set forth on the front side of this Agreement. Prices may include additional charges for extensions of the standard coverage hours and for Customer sites located more than fifty (50) miles from an Idesco service point. The maintenance prices may not be increased during the first year of this Agreement.
6. **Overtime Charges and Travel.** All overtime charges and travel expenses of Idesco personnel not included in the contracted maintenance services will be charged to the Customer at the rates in Idesco' maintenance price list in effect at the time of occurrence. Any maintenance service started during the contracted coverage hours and completed within one-half hour after such period shall not be treated as overtime. Service completed after such one-half hour period and service otherwise provided at Customer's request outside of the contracted coverage period shall be treated as overtime. A minimum one-hour charge shall apply to overtime services.
7. **Payment.** Customer shall pay all invoices within thirty (30) days of the date of invoice. Interest shall accrue on all overdue amounts at the rate of twelve percent (12%) per year, or the maximum amount permitted under local law, whichever is less. Customer shall pay all municipal, state or federal taxes levied or based on charges payable under this Agreement, excluding income taxes payable by Idesco. In the event that Customer does not make timely payment of amounts due hereunder, Idesco may terminate this Agreement upon ten (10) days advance written notice and Idesco shall be entitled to recover its expenses (including reasonable attorneys' fees) incurred in conjunction with any collection action.
8. **Access.** Customer shall make available a representative with system knowledge for a telephone conference call to attempt to diagnose and remediate any problem that exists. When on premises, the Customer shall permit Idesco free access to the equipment to be serviced hereunder and shall provide to Idesco adequate storage space, working space and all necessary utilities.
9. **Warranty.** Idesco warrants that all services provided hereunder shall be performed in a neat, workmanlike manner and shall comply with industry standards and practices. In the event that any Idesco services do not meet these warranty specifications, Idesco shall correct such defective services at its expense. Except as set forth herein, Idesco makes no warranties, express or implied, including warranties of merchantability and fitness for a particular purpose.
10. **Limitation of Liability.** In no event shall Idesco be liable for special, incidental, consequential or punitive damages. In no event shall Idesco's total liability under this agreement exceed the sum of all amounts paid by customer to Idesco under this agreement up to the time the cause of action arose.
11. **Force Majeure.** Neither party shall be liable to the other hereunder for failure to perform if such failure is due to acts of God, strikes, labor disputes, failure of suppliers, wars, or judicial action affecting the terms of performance of this Agreement.
12. **General Provision.** This Agreement represents the complete agreement between the parties with respect to the subject matter hereof and supersedes any contemporaneous or prior written or oral understandings or agreements with respect hereto. This Agreement may not be altered or modified except by a writing signed by both parties. This terms and conditions of this Agreement shall prevail in the event of any conflicts with terms and conditions contained on a Customer purchase order.

PREPAID SERVICE HOURS: ORDER FORM

Please fill out this order form and send it to Richard Kehyaian at rkehyaian@idesco.com or by fax at 212-889-7033. An email confirmation will be sent to you within 2 business days.

Customer Information

Date: _____ Company: _____

Contact person: _____ Title: _____

Phone: _____ Email address: _____

Address: _____

City: _____ State: _____ Zip code: _____

1. Select your Package

- ☐ Bundle #1 - \$1,500 Parts & Labor Service Plan
- ☐ Bundle #2 - \$3,000 Parts & Labor Service Plan
- ☐ Bundle #3 - \$6,250 Parts & Labor Service Plan
- ☐ Bundle #4 - \$12,000 Parts & Labor Service Plan

2. Choose your Options

- ☐ Remote Site Support (Access Control and CCTV Only) Cost: \$75 Per incident
- ☐ Remote Site Support Unattended (Access Control and CCTV Only) Cost: Yearly fee of \$995

3. Payment Method

- ☐ Check / PO - I have enclosed a check or purchase order. Check/PO #: _____
- ☐ Credit card

☐ VISA ☐ MasterCard ☐ AMEX

Name as it appears on card: _____

Credit card #: _____ Exp: ____/____

Date: ____/____/____ Signature: _____



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