



Sportwall Platinum Service and Software Upgrade Plan

	Year One Platinum Service & Software Upgrade Plan	Years 2 – 5 Platinum Service & Software Upgrade Plan	No Service Plan
Cost	Included in Price	Quoted Annual Fee	Time and Material Basis
Electronic Components	Replacement Parts Full Coverage	Replacement Parts Full Coverage.	Full Retail Price After first year
Non-Electronic Components	Replacement Parts Full Coverage	Replacement Parts Full Coverage	One - Three Years Limited Warranty Depending on Model
Shipping of Parts	To and from Factory Covered	To and from Factory Covered	Shipping plus \$20-\$30 Handling Fee
On-Site Visits	Covered: Must be deemed appropriate visit by Sportwall™	Covered: Must be deemed appropriate visit by Sportwall™	\$120 per hour Plus travel
Phone Tech Support	Unlimited	Unlimited	\$80/hour
Software Upgrades	New Releases included	New Releases included	\$300-\$500 per release
Hardware Upgrades	Not included Priced upon release	Not included Priced upon release	Priced upon release
Curriculum	One manual included with all sales	One revised manual included as published	\$35 per manual
Retraining of Staff	\$450 per day when SW trainer is in the area	\$450 per day when SW trainer is in the area	\$120 per hour or \$1000 per day Plus travel
Customer Obligation	Provide 1 technically oriented point person to be trained to deal with service issues	Provide 1 technically oriented point person to be trained to deal with service issues	Provide 1 technically oriented point person to be trained to deal with service issues

Please review full Platinum Service Plans for detailed Terms and Conditions.
Call: 800-695-5056 for a copy