

Rasilient Americas Warranty and Service Level Plans

1. General Overview

- **This Warranty and Service Level Plans (SLP) defines the warranty and service level plans provided by Rasilient to its customers in the Americas region who purchased Rasilient Products and the respective service level plans.**

2. Support Description

2.1. Scope

- **This Service Level Plan applies to hardware purchased from Rasilient that are under a warranty plan (Basic, Basic NBD, Extended, and Extended NBD). This SLP does not apply to any non Rasilient hardware or out of warranty equipment.**
- **Support is provided by the most efficient method, e.g. over the phone, via remote access and/or via email.**

2.2. Warranty and Support Plans

2.2.1. Basic Warranty Support Plan

- **Rasilient Products carry a three (3) year warranty from the date of shipment.**
- **Rasilient will pay for shipping of advance replacement parts to the customer site using FedEx Ground.**
- **Customer is responsible for the return of the defective part and the return shipping and insurance costs.**
- **Phone support is 24/7/365 and email support is 9am to 6pm Pacific Standard Time (GMT-8).**
- **Remote and phone support from certified technicians are available for the basic operations of the following VMS's: Milestone, ExacqVision, Avigilon, and Genetec.**
- **Rasilient shall troubleshoot issues and determine the proper course of action.**
- **Rasilient shall provide advance replacements of modular parts (storage and OS drive in canisters, and other parts that are swappable without removing cover). Customer is responsible for swapping the parts.**
- **If a customer is Rasilient Hardware Certified, Rasilient will ship advance replacement of OS drives, video cards, non-modular power supplies and RAID cards.**
- **Rasilient shall assist customer to bring the system solution back online to original factory condition via phone and/or email support.**
- **Advance replacements will be provided without the requirement of a security deposit with the expectation that the defective parts will be returned by the Customer within 30 days of receiving the replacement part. The return address is provided in the shipment box for the advanced replacement part. Defective parts are to be shipped back to Rasilient in the same container. Customer is responsible for shipping and insurance costs. If the defective part is not returned within specified time, then Customer will be required to provide a security deposit for future advance replacements. The security deposit can be made by filling out the credit card authorization form attached here as**

Exhibit B. If the defective part is returned within 30 days, no charges will be made. Otherwise, a charge will be made at the list price of the defective part.

- Advanced replacement parts can take up to three (3) business days to ship.

2.2.2. Basic NBD (Next Business Day) Warranty Support Plan

- BASIC NBD Includes Basic Warranty Support Plan.
- Replacement parts will be shipped via overnight freight if the failed parts are identified before 4 PM PST. Otherwise, they will be shipped out the following business day via overnight freight.

2.2.3. Extended Warranty and Extended NBD Support Plans

- Extended Warranty is the same as Basic Warranty except the warranty is extended to 5 years from the date of shipment.
- Extended NBD Warranty is the same as Basic NBD Warranty except the warranty is extended to 5 years from the date of shipment.

3. Roles and Responsibilities

3.1. Rasilient Support Staff (RSS) Responsibilities

- RSS shall be certified and trained on the Rasilient hardware and trained on the basic operations of the following VMS systems: Milestone, ExacqVision, Avigilon, and Genetec.
- Rasilient will document and track all reported cases and their resolution status.

3.2. Customer Responsibilities

Customer responsibilities in support of this SLP include:

- Fill out Customer Site Information attached here as Exhibit A.
- Request service via one of the three (3) contact methods described in Section 4.
- Provide a remote connection when possible to troubleshoot reported issues related to Rasilient hardware.
- Allow RSS the opportunity to troubleshoot and determine if a replacement part is needed to be shipped to customer.
- Have valid VMS licenses and updated software.
- Provide a “Technician Contact” to confirm the replacement part has been received, work with Rasilient to schedule a technician to be online assist with any questions or issues.
- Customer may be required to reimage the OS drive.
- Customer pays for shipping and insurance to return the defective part back to Rasilient.
- Return defective part within 30 days to Rasilient Systems. Not returning the defective part within thirty (30) days, will cause delay or prevent future advance replacements. RSS shall provide the return shipping address.
- For customers that desire not to return a defective storage drive due to company policy or to avoid company paperwork, customer must be enrolled in Rasilient Non-Return Disk Drive (NRD) program. Please contact skarimi@rasilient.com for further details. This is a separate warranty at an additional cost.

4. Requesting Technical Support

Customers can contact RSS through the following 3 methods:

4.1. Online: <http://rasilient.com/support/>

- This is the recommended method for requesting assistance unless the issue is critical and requires immediate response. The online web page helps you enter the details and creates a case. It is

accessible 24 hours per day and 7 days a week. Requests made using the online ticketing system will be processed during normal hours of business. Monday through Friday from 9:00AM – 6:00PM Pacific Standard Time (GMT -8)

4.2. Phone: +1 (408) 730-2568 or +1 (888) 902-8991 (select option 2)

- For NBD Warranty customers, this is the suggested method to report issues. Phone service is available 24x7x365

4.3. Email: techsupport@rasilient.com

- Email requests will be processed during regular business hours. Monday through Friday from 9:00AM – 6:00 PM Pacific standard time (GMT -8)

5. Hours of Operation

- Emails are handled Monday through Friday from 9:00AM – 6:00PM Pacific Standard Time (GMT -8)
- The online request email will be processed during normal hours of business.
 - Monday through Friday from 9:00AM – 6:00PM Pacific Standard Time (GMT -8)
- Phone support hours are 24x7x365.
- Shipping hours are from 7am to 4:00pm Pacific Time (GMT -8:00 hours). NBD shipment requests that are received and processed before 4pm Pacific Standard Time will be shipped overnight the same day. Otherwise, the replacement parts are shipped the following business day.

6. Escalation

- If there are issues with the processing of a support request, please contact Saboor Karimi at skarimi@rasilient.com or (408) 609-8000. If further escalation is required, contact Yu Hao Lin at yuhaolin@rasilient.com. We will review and take the appropriate escalation actions.

7. SLP Review

- Rasilient will review this SLP periodically. Rasilient reserves all right to modify this Warranty and Service Level Plan at its sole discretion and will provide a written notice on its website with respect to any changes.

Customer Site Registration

The following information is necessary to begin the warranty service for phone support and advance replacement parts. This form can be filled out online at <http://rasilient.com/customer-site-registration-form/>

Customer Name:		
Technician Contact		
Name:		
Mobile Number:	Email Address:	
Equipment-At-Issue		
Equipment Name and Model:		
Serial Number:		
Shipping Address		
Site Name:		
Attention to:		
Address:		
City:	State:	
Remote Connection		
Is a remote connection available?	<input type="checkbox"/> Yes	<input type="checkbox"/> No If yes, please specify program:
Approved by:	Title:	
Site Information		
VMS:	Operating System:	
# of Cameras:		
Was a storage calculation completed (If yes, please provide calculation)?	Yes	No
Camera MP or models:		
FPS:	Percent of Motion:	RAID (0,5,6,10,50,60):
Storage Retention (30-days, 2 yrs):		
Identified Future Expansion:		
Will other applications be running on the same server (e.g. access controls, analytics, etc.)? Yes No		
Viewing Requirements:		
# of Monitors:	# of Views per Monitor:	
Additional System Information:		

EXHIBIT B

Security Deposit Credit Card
Information

This form can be filled out online at <http://rasilient.com/credit-card-authorization-form/>

Company Information
Company Name:
Invoice Number (optional):
Cardholder Name (as shown on card):
Billing Address:
Credit Card Information
Card Type: <input type="checkbox"/> MasterCard <input type="checkbox"/> VISA <input type="checkbox"/> Discover <input type="checkbox"/> AMEX <input type="checkbox"/> Other:
Card Number:
Expiration Date (mm/yy):
Cardholder ZIP Code (from credit card billing address):
Security Code:
Total Charge Amount (USD):

I, _____, authorize Rasilient Systems, Inc. to charge the following amount to my credit card according to the information shown below as a security deposit for the return of the defective parts:

Note: No charge will be made unless the defective part is not returned within 30 days of the date that the advance replacement arrived at the customer site.

Customer Signature

Date