



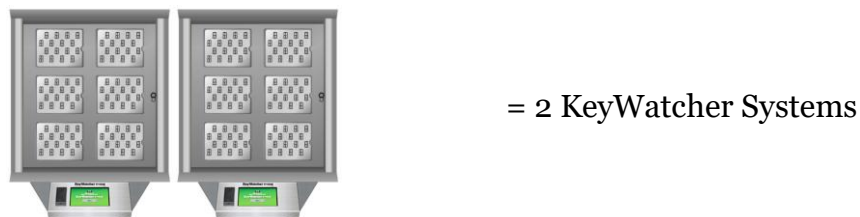
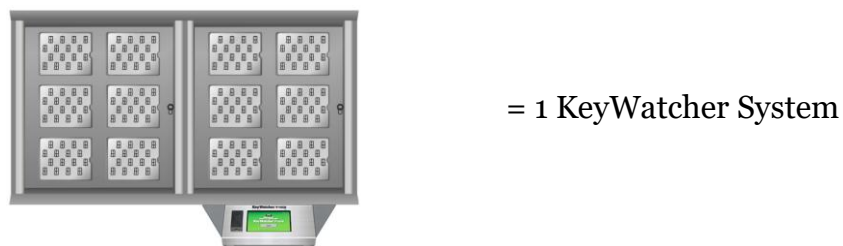
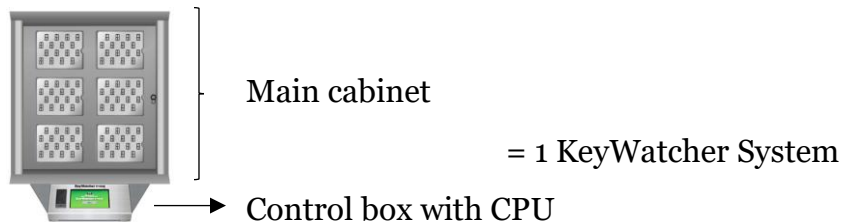
*Hoffman Security Solutions LLC
230 James Street, STE 2A
Wales, WI 53183
888-950-8798
888-950-8798 fax*

KeyWatcher Service Program

This program is designed to provide the owner with service for existing hardware at a fixed annual cost of \$595.00 per KeyWatcher Touch or Illuminated system or for integration management. This program is optional and may be renewed yearly. If the service program is not purchased, and onsite service is needed, our hourly rate is \$150 per hour, plus trip charge (from Wales, WI), at a 3-hour minimum.

Program	Number of KeyWatchers	Annual Cost
HSS – Yearly Service – 1	1 - 10	\$595.00/ per system
HSS – Yearly Service	10+	Please request pricing

A KeyWatcher system is defined as a main cabinet, with the control box, plus any additional add on cabinets, with one serial number assigned to the CPU in the control box.



This program will not take effect until receipt of your purchase order or credit card payment.

1. **Services Provided;** Hoffman Security Solutions LLC (HSS) will provide support on your KeyWatcher system (s) listed below in the best manner determined based on the nature of the problem experienced for existing hardware. This could consist of a phone call, remote access or replacement parts shipped to your site.

2. **PROCEDURE FOR OBTAINING PERFORMANCE UNDER THIS PROGRAM:**

To obtain performance under this Program, the contact person must notify (HSS) of the KeyWatcher serial number and problem experienced. (HSS) will diagnose the problem and come up with a plan to resolve the issue. It could be as easy as talking through some steps while on the initial phone call. We may need to schedule a time when the appropriate personnel (IT) are available from your organization. If the KeyWatcher is under warranty, and a part seems to be defective, we will ship the replacement part to the customer. If the KeyWatcher is out of warranty, please see the **Extended Warranty Contract** for further coverage, or the part must be purchased. HSS will assist the customer via phone with installation of the replacement part. Customer must return all defective parts at their expense to Hoffman Security Solutions, 230 James St., Suite A2, Wales, WI 53183. Failure to return these materials within one week will result in an invoice being issued for the full replacement cost of said materials.

If after performing all the steps above without resolving the problem, (HSS) will schedule a Service Technician to come on site to make the repair based on our availability, for no additional cost.

On-Site Service Call:

Service calls will be scheduled during the work hours of 8am to 5pm, Monday through Friday excluding HSS observed holidays. HSS may require personnel from your facility to be present to have access to the KeyWatcher, workstations, and the server. After-hour calls will be addressed the next business day.

Minnesota customers: Service will be performed while on a scheduled trip to the Twin Cities. Service Technicians may be sent from either Wales, WI or La Crosse, WI for the Minnesota territory.

Service calls must be scheduled, at minimum, 3 business days in advance. If parts are required, time must be allotted for ordering and shipment of the required part. Telephone/email support is required prior to an onsite visit for all service calls.

Exclusions: This program only covers repairs/replacement of existing hardware that is not functioning. If additional hardware is purchased for an existing system, not for a repair, such as an additional module or updated reader for improvement, this is not covered under the service program.

HSS Observed Holidays:

New Year's Day
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Friday after Thanksgiving
Christmas Eve Day
Christmas Day
Day after Christmas
Easter
Good Friday

3. **SOLE REMEDY:** The remedy and liability for breach of any Program, whether expressed, implied or otherwise, is set forth above and is the sole and exclusive remedy at the limit of liability for such breach.
4. **DESIGN CHANGES:** The manufacturer (Morse Watchmans, Inc.) reserves the right to make changes in the design or material of the system or any product or part without incurring any obligation to incorporate such changes in any system, product or part previously manufactured or advertised.
5. **EXCLUSIONS:** This Program does not extend to any defect due to the negligence of others, failure to operate or maintain the System or any product or part in accordance with the operating and maintenance instructions furnished with each System, the use of unauthorized or non-standardized parts or damage due to sabotage. Systems that have not been installed in accordance with requirements (such as earth ground) detailed in the MorseWatchmans installation guide will not be covered. Items not manufactured by MorseWatchmans are not covered by this Program. Pre-existing conditions are not covered. Install of new or additional hardware is not covered under the service program.
6. **NO VARIATION OF TERMS:** No person has the authority to orally, in writing, or in any other way vary the terms, conditions or exclusions of this Program or to make any expressed changes other than those set forth above.

(HSS) SHALL NOT BE RESPONSIBLE FOR LOSS OF USE OF ANY SYSTEM, LOSS OF TIME, INCONVENIENCE OR OTHER INCIDENTAL OR CONSEQUENTIAL DAMAGES WITH RESPECT TO BUSINESS OR PROPERTY, WHETHER AS A RESULT OF BREACH OF THE PROGRAM, NEGLIGENCE, STRICT LIABILITY IN TORT, OR OTHERWISE.