

**GFI Innovations, Inc**  
**Service and Support Plans**

**SITE REQUIREMENTS:**

The following items need to be made available in order for GFI's Technical Services Representative (TSR) to be able to complete the following service(s):

- » High speed internet connection .
- » An on-site representative to assist the TSR.
- » Ink and containers, as required, for testing purposes.
- » On-site personnel to assist with fork lift requirements, as required.
- » Air and electric must be on-site and made available at equipment location (plan INS-1 only).

**SYSTEM REQUIREMENTS**

- » Some services or actions may require the equipment to have the latest version of system software installed onto the system. A software upgrade may be required.

<u>GFI No.</u> <b>INS-1</b>	<u>On-Site Installation with Equipment &amp; Software Training</u>
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- » Uncrate the equipment and move into position.
- » Install equipment components.
- » Install and calibrate each GFI Accurex™ Cartridges on rotary table.
- » Train staff on use of equipment and software.
- » Work with staff on creation of production batches.
- » Includes Two (2) full days on-site.
- » 2 week advance notice required, schedule permitting.
- » Includes travel and travel related expenses.

<u>GFI No.</u> <b>3355</b>	<u>On-Site Re-training of staff in use of Mx Series™ Equipment</u>
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- » Complete a comprehensive training course on equipment and software use.
- » Includes copies of most current product documentation (Operations and Training Manuals).
- » Pricing based on “On-Site” time at the rate of \$150.00 per hour.
- » Minimum of 4 hours on-site.
- » Does not include Travel or Living Expenses which will be documented and billable to purchaser.
- » 72 hour advance notice required, schedule permitting.

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<u>GFI No.</u> <b>3249</b>	<u>Extended Support &amp; Services Plan w/ Software Updates- &amp; Upgrades</u> 12 month unlimited telephone and/or on-line support of equipment and software.
<u>GFI No.</u> <b>3248</b>	<u>Phone &amp; Online Support (Per-Call-Basis)</u> Telephone and/or on-line support on a per-call basis.
<u>GFI No.</u> <b>3354</b>	<u>Support of Stand-Alone Seat of EvolvePro Software</u> Telephone and/or on-line support for Remote seats of software.
<u>GFI No.</u> <b>3356</b>	<u>Installation of Formulation Database (Updated or New)<sup>1</sup></u> Install formulation database(s) as provided by your ink supplier.

- » Discuss software or mechanical issues with on-site representative where equipment is installed.
- » Connect to equipment via remote internet connection and complete a diagnostics test routine.
- » Identify part(s) / action(s) required to resolve current issue.
- » Take action to resolve the current issue, if possible, during the Service call / on-line connection.
- » Advise as to parts availability .
- » Advise of anticipated timeline for resolving issue.
- » Estimate additional anticipated costs (if any) of resolving the issue.
- » Install Software updates (minimum of one (1) update per contract period) and Software Upgrades as made available by GFI (plans 3249 and 3254 only).
- » <sup>1</sup>GFI typically installs a Formulation Database, as provided by your ink supplier, onto your Mx Series™ Dispenser prior to the equipment training session. From time to time your ink supplier may update their formulation database and may make those updates available to you. You may switch from one ink manufacturer to another and may or may not want to have the updated formulas installed onto your equipment. This Plan provides the following services:
  - » Save your custom formulas and database of customer information.
  - » Install the updated or new Formulation Database and import your custom formulas and other customer information, if applicable, onto the existing system.
- » <sup>1</sup>Changing from one ink manufacturer's formulation database to another will require you to sign a Database Release Authorization Form. Please contact GFI for more information.
- » **WARNING : IMPROPER UPDATING OF FORMULAS MAY RESULT IN THE LOSS OF CUSTOM FORMULAS OR CUSTOMER DATA YOU PREVIOUSLY CREATED.**

**CONDITIONS**

- » Services will be provided following receipt of a fully executed Purchase Order.
- » All services provided on a per-seat / per location basis.
- » Parts and related shipping costs, if required, are not included and may or may not be covered under GFI's Warranty of Products.
- » Services made available from 8:00 am to 5:30 pm (CST) Monday through Friday except for traditional legal holidays.