



## MAXFLIGHT TECH SUPPORT PROCEDURES

Dear Customers,

The following are our technical support procedures that apply to all units that are out of warranty. There are two options available.

### **OPTION A. Setting up Technical Support Account**

- 1) The deposit of \$500 is required. A new account is opened specifically for the technical support calls.
- 2) Every inbound tech support call has a cost of \$50 for the first 1 to 30 minutes deducted from the account. Additional \$50 is deducted for each additional 30 minutes. For example, if it takes 2 hours to resolve a problem, \$200 is deducted from the account leaving \$300 balance on the account for future use.
- 3) Every outbound call has the same procedure plus any phone charges to a location.
- 4) For customers who have their units online and wish us to do remote troubleshooting/software maintenance, the charge will be the same as item 2 above.
- 5) When the technical support account balance is lower than \$50, it is recommended to make an additional deposit to bring the balance back to \$500.

### **OPTION B. Per Call Technical Support**

This procedure simply requires customer to provide VISA, Master Card, and American Express account number for payment of service call being made. Pricing is the same as Option A above.

For your information, we offer a 3 day factory or on-site training to have technician certified for the equipment maintenance that reduces down-time and increases equipment efficiency. The training also allows technician to certify and train own operators. Please call for pricing and availability.

Thank you for your attention to this matter.

We are looking forward to serve you at our best abilities.

MaxFlight Staff