

## GenCare Service Agreements

Our GenCare Service Agreements are designed to provide you with complete confidence in the ongoing performance of your integrated system. These programs maintain the original system configuration and ensure the system continues to meet the needs of the users throughout its entire lifespan.

### Easy Access

Helpdesk support is available through the Genesis Integration support line. Our helpdesk can be reached via our toll free line or through our website. A team of Customer Support Representatives and Certified Technicians are there to provide support when you need it.

### Guaranteed Response

If your system experiences technical difficulties, the GenCare Service Agreement can provide you with unlimited on-site service calls. Hours of coverage and response times vary based on the level of GenCare Service Agreement you select.

### Repairs & Replacement Parts

If any of your equipment needs to be sent for repairs your GenCare Service Agreement can include all freight and handling costs for transport to and from the repair depot. Should any replacement parts be required, a discount from our standard pricing is also available.

### Ongoing Training

One of the most important contributors to maximizing the return on your investment is having the system fully utilized by the users. This is why our GenCare Service Agreements can include ongoing end-user training. Only when the users fully understand the technology are they able to use it to its maximum potential.

### Proactive Maintenance

Proactive maintenance is the best way to avoid unexpected system down time. Our technicians will meticulously inspect all aspects of the audio visual systems to confirm they are operating within expected parameters. This may include the testing of all core functionality, cleaning of filters and fans, checking history logs and applying any software updates that may be required.

## GENCARE

GenCare Service Agreements provide levels of service which includes helpdesk access, guaranteed response times, and discounts on parts. GenCare Service Agreements are recommended for clients who prefer unlimited telephone and email support and would prefer to order onsite services as required.

## GENCARE ONSITE

GenCare Onsite Service Agreements provide levels of service which include helpdesk access, guaranteed response times, maintenance and firmware upgrades (when required), 2 onsite service calls per year and discounts on parts. GenCare Onsite Service are recommended for clients who would like a minimum number of onsite service calls annually included, in addition to unlimited telephone and email support.

## GENCARE ONSITE+

GenCare Onsite+ Service Agreements provide levels of service which includes helpdesk access, guaranteed response times, maintenance and firmware upgrades (when required), unlimited service calls and discounts on parts. GenCare Onsite+ Service Agreements are recommended for clients who want unlimited service calls included, in addition to unlimited telephone and email support.

## GENCARE ADVANCED

GenCare Advanced Premium Service Agreements provide levels of service which includes helpdesk access, guaranteed response times, proactive maintenance visits, ongoing training, consumables replacement and discount parts. GenCare Advanced Service Agreements are recommended for clients who cannot afford to have system down time for multiple days and typically only require service during normal business hours.



	GENCARE	GENCARE ONSITE	GENCARE ONSITE +	GENCARE ADVANCED
Help Desk d'assistance	8am - 4.30pm, Mon - Fri excluding holidays	8am - 4.30pm, Mon - Fri excluding holidays	8am - 4.30pm, Mon - Fri excluding holidays	8am - 4.30pm, Mon - Fri excluding holidays
Service Level Support	N/A	5 Business days	5 Business days	3 Business days
On site Available Service Hours	N/A	8am - 4.30pm, Mon - Fri excluding holidays	8am - 4.30pm, Mon - Fri excluding holidays	8am - 4.30pm, Mon - Fri excluding holidays
Software Maintenance and Firmware Upgrades (As required)	Not included	✓	✓	✓
Travel Charges within zone 1	Not included	✓	✓	✓
Service Calls	25% Discount from cur- rent service rates	2 per year of contract, maximum 2 hours onsite	Unlimited	Unlimited
Annual Proactive Maintenance	Not included	Not included	Not included	1 per year of contract
Repair Depot Freight and Handling	Not included	25% Discount from current service rates	✓	✓
Ongoing Training Sessions	Not included	Not included	Not included	✓
Consumables	Not included	Not included	Not included	✓
Parts Cost	Cost plus 25%	Cost plus 25%	Cost plus 25%	Cost plus 20%
Advance Replacements and Guaranteed Uptime	Not included	Not included	Not included	Not included

## GENCARE OPTIMUM

GenCare Optimum Service Agreements provide a bespoke, tailored level of service which may includes helpdesk access, guaranteed response times, proactive maintenance visits, ongoing training, greater discounts on parts, enhanced hours of coverage, faster on-site response times and increased proactive maintenance visits.