

## **AuSIM's Warranty and Service Prospectus**

### **Standard Systems Coverage**

Every AuSIM GoldSeries server and 3DVx terminal includes:

- Lifetime software fitness warranty
- Unlimited non-realtime (email) remote technical support for single contact
- 90 days repair or replacement warranty coverage on all hardware components.
- 60 days realtime (phone, instant message) remote technical support for single contact

For hardware components, AuSIM warrants that hardware shall function as specified, or AuSIM shall repair or replace the faulty component at its sole discretion. An AuSIM customer suspecting a faulty component should contact AuSIM customer service at their earliest convenience. The AuSIM customer service representative shall determine if the component needs to be returned, and if so will issue a "return authorization" ("RA") number. The customer will then prepay shipment to AuSIM. AuSIM will return ship the repaired or replaced component via the same shipping method.

Remote technical support includes correspondence by telephone, facsimile, or email.

AuSIM GoldMiner and RollingNugget systems additionally provide a full day of onsite delivery, setup, installation, and training by AuSIM engineering staff for first time buyers, with travel expenses paid by buyer.

### **Extended Warranty**

AuSIM offers extended warranties for all products (whether resold or AuSIM manufactured), so long as the product is always under warranty. The extended warranty carries the same terms as AuSIM's standard warranty. A one-year extension is 10% of the covered product purchase price. A three-year extension is 15% of the covered product purchase price. Holders of extended warranties will be notified shortly before the warranty expiration and offered an option to re-extend the warranty.

### **Extended Service**

AuSIM offers extended service for all products (hardware or software) for time-limited durations at any time. The customer prepays a retainer fee as a percentage of the purchased product price: a one-year service extension is 10%, a two-year extension is 18%, and a three-year extension is 24%.

Extended service includes:

- Unlimited realtime remote technical support for multiple contacts,
- Onsite service up to 1 day per licensed GoldSeries system per year,
- Onsite service up to 1 day per four licensed 3DVx systems per year,
- Additional onsite service at 50% discount of the prevailing engineering rate,
- Distribution of all software revisions, service packs, and upgrades for licensed software,
- Preference for fix expedition to reported bugs,
- Preference to consideration of feature development,

Onsite service may include installation, configuration, and training on installation, configuration, usage, and programming. All expenses such as travel and per diem are reimbursed.

### **Bonus Extended Warranty and Service Contract considerations**

Customers that purchase both an extended warranty and service contract through three years at time of purchase are entitled to a complete system overhaul and hardware upgrade after 18 months which will provide double the processing performance of their original system. The overhaul will provide a fresh install of software and full quality assurance testing. The customer is responsible for shipping the system in both directions.