Extended Warranty/Extended Maintenance/Preventive Maintenance/Annual Training

McRoberts Annual Extended Warranty & Maintenance Contract

- Warranty extended on all equipment for the term of the contract.
  - (Excludes servers, computers and tablets not provided by McRoberts.)
  - (Excludes servers, computers and tablets older than three years.)
  - (Excludes tags. Tags have their own warranty.)
- Remote technical support 24/7/365.
- All regular on-site labor during normal business hours. Includes travel expenses.*
- Emergency on-site labor at half-price. Does not include travel expenses.*

**Applies to Customers who allow McRoberts remote access only. All other Clients are on a timeand-material basis.*

Note: Changes to the system made by the customer that require McRoberts Tech Support (such as new server and/or IT infrastructure changes) are not covered under an Extended Maintenance agreement and will be billed on a Time-and-Materials basis with purchase order from customer.

Cost of Extended Warranty & Maintenance Contract:
16% per annum of the value of installed system components.
(excludes the cost of labor, dust containment, training, commissioning and tags).
Software is not included in pricing for subscription clients. Clients with a software subscription receive software assurance through their Subscription Agreement.

Additional Multi-Year Discounts Available:
2-Year Contract - 5% off total calculated price.
3-Year Contract - 10% off total calculated price.
Terms: *EW/EM/PM/Training contracts must be paid annually, in advance.*

The Preventive Maintenance Program
The McRoberts Preventive Maintenance Program includes remote data collection and analysis, including a perimeter integrity audit; a tag inventory report; a software update if warranted and possible with the controller chipset version onsite; four remote user training classes; and an on-site technician visit that includes system testing, component optimization (if needed), central power supply battery replacement, open ticket resolution (if applicable and possible), troubleshooting (if needed), remediation (if needed); and two reports.

The Data Analysis Report is a summary of findings from the remote data collection and analysis and
perimeter integrity audit. It includes any cases opened as a result of those findings.

The Final Report includes a summary of work done, a system inventory, a list of open cases and recommendations.

Cost of One Annual Preventive Maintenance Visit:
The cost of a Preventive Maintenance Visit is calculated for each site based on the time required to inventory, analyze, test and optimize each installed component of the perimeter, location/tamper infrastructure, workstations and server, plus the cost of four remote training classes. Prices are quoted based on Customer’s representations and/or promises regarding allowing McRoberts remote
access to Customer’s server and workstations on which MyChild resides.

Additional MyChild Training Offerings:
Need more training? Additional 45-minute remote training classes are available.

The curriculum is customized according to your needs.

The cost of each remote class is $250.00.

Onsite training is also available:
One day $6,000
Two days $8,000
Three days $10,000

Onsite training is also available: One day $6,000 Two days $8,000 Three days $10,000	For more information, contact: kimberly.aleman@McRobertsTech.com 1-800-776-7328, Ext. 2164

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Revision #4
Created 19 May 2022 15:57:03 by Brad Davis
Updated 8 December 2022 05:28:03 by Brad Davis