

After Warranty Support Options Available From I.M.S.  
Patient Security System (by Stanley™)

Rev 041819

FEATURE	GOLD SUPPORT Software and Hardware Support	SILVER SUPPORT Software Support	**BRONZE SUPPORT Software Support with Hospital Screening	T & M No Agreement - Time and Materials Only
<b>TELEPHONE/REMOTE ACCESS SUPPORT</b>				
Telephone Support including system remote access capabilities for system diagnostics and operational troubleshooting	Included 24/7 - unlimited number of calls	Included 24/7 - unlimited number of calls	24/7 Included after Hospital technical staff screens the calls	Available with authorization of a purchase order only(recommend issuing a standing purchase order #). \$135.00/hr M - F normal business hours (8 AM - 5 PM) \$202.50/hr outside normal business hours, weekends, and holidays. Telephone Support is free of charge.
<b>MONTHLY DATABASE MAINTENANCE</b>				
Monthly system database maintenance and download for reporting and backup. One year of backups maintained by IMS. In event of a server failure or data loss, IMS can restore customer data on a loaner File Server to restore system operation with minimal down time.	Included	Included	Included	\$135.00 per month
<b>MONTHLY ALARM REPORTING</b>				
Formulation and review of monthly alarm reports with system bench marking. Includes consultation if required based on bench marking results.	Included	Included	Included	\$135.00 per month for reports. Consulting available at \$135.00/hour.
<b>INSERVICE TRAINING</b>				
One day of onsite Clinical staff inservice and refresher training by IMS Coporate Trainer.	Included	Included	Included	\$1,890.00 per day
<b>SOFTWARE MAINTENANCE AGREEMENT (SMA) FROM STANLEY™</b>				
Included. (If SMA is current) Includes Stanley renewal of annual software maintenance agreement (SMA) charge, which is based on the tags, devices, and applications that are installed on your system.	Included	Included	Included	If software features or addition devices are desired for existing system: Must pay for the Stanley™ software maintenance (SMA) agreement from the previous expiration date plus 20% and the new annual SMA. Also, \$135.00/hour for technical support and travel time to install.
<b>SOFTWARE UPGRADES</b>				
Travel and labor to install software upgrades that are made available by the manufacturer. System enhancements (features not originally purchased with the system) are not included with any support agreement options. Historically there have been at least two upgrades per year.	Included	Included	Included (Hospital Technical staff must participate)	<b>Without a valid SMA:</b> Must pay for the Stanley™ software maintenance (SMA) agreement from the previous expiration date plus 20% and the new annual SMA. Also, \$135.00/hour for technical support and travel time to install. <b>With a valid SMA:</b> standard hourly rates apply for installation.
<b>ANNUAL SYSTEM RECERTIFICATION</b>				
Annual System operational recertification and documentation review and updates.	Included	Included	Included (Hospital Technical staff must participate)	Cost depends upon size of the system, distance for travel. IMS can provide a quotation.
<b>TAG TESTING</b>				
In-house operational testing of Hugs, Pedz, and Pass Port tags	Included	Included	Included	Tags sent in for testing: Under warranty and defective - \$0 Under warranty and no problem found - \$33.75 Out of warranty - \$33.75
<b>WORKSTATION AND PART REPAIRS or REPLACEMENTS</b>				
Repair or replacement of defective devices	Included (During the sixth continuous year of Gold Support - automatic replacement of all IMS provided PC's, Monitors, and UPS's once they reach 6 years of age).	Current list or exchange prices	Current list or exchange prices	Current list or exchange prices
<b>LABOR / TRAVEL</b>				
Labor and travel time for unscheduled on site service calls.	Three on-site service calls for unscheduled repairs per year included.	\$135.00 8AM - 5PM (Monday - Friday) \$202.50 outside normal business hours.	\$135.00 8AM - 5PM (Monday - Friday) \$202.50 outside normal business hours.	Available with a purchase order only, must have PO prior to on site support (recommend issuing a standing PO). \$135.00/hr 8AM - 5PM M - F, \$202.50/hr outside normal business hours, weekends, and holidays.
<b>TECHNICAL TRAINING</b>				
Technical system training includes system operation, software (SW) and hardware (HW) diagnostics, SW and HW configuration, database and reporting tools, and system troubleshooting. Technical training available at IMS office in Grand Rapids, MI two times per year.	Included	Included	Included. This Option requires that two technical support staff attend the training class.	Not available

\*Services are included during warranty period

\*\*To qualify for Bronze Support the hospital must have 24/7 onsite Technical Support or remote access to the PSS.