SUPPORT SERVICE AGREEMENT

FLIR's Support Service Agreement (SSA) for you and your customers

A collection of value-added services that enables our network of integrators, resellers and representatives to provide focused attention to end-user clientele. From prioritized technical support to training for your customers, firmware and software updates to on-site visits. Teledyne FLIR provides the assurance you need, where you need it, when you need it.

Highlights of FLIR's SSA include*

Firmware and Software Upgrades
FLIR customers enrolled in an SSA receive the latest security patches and can opt for firmware and software upgrades within its primary version. In addition to receiving the general fixes and basic enhancements provided in service packs or hotfixes, they benefit from architecture improvements, enhanced performance, new features, and new camera and sensor support.

Prioritized Technical Support and Remote Assistance
Customers enrolled in the Remote Assistance program enjoy vast improvements in response time and, ultimately, more system uptime. The program relies on industry-standard remote assistance tools, such as TeamViewer or VPN access. The program can be custom-tailored to the end-user's requirements, thus ensuring complete compliance with local IT security policies and procedures.

On-Site Visit
On-site system health check/maintenance is available. During the system audit, we check the database and system logs and suggest adjustments. Also, analytics/measurements are checked and tested, and adjustments are recommended to optimize the outcome

Remote Health Audit
We will check the system regularly via remote connection and suggest adjustments to optimize the system's performance.

Single Point Of Contact (S.P.O.C.)
This representative will serve as the repository for all requirements and timelines, providing such services as manufacturer technical representation on conference calls and scheduling on-site commissioning and training as required.

*See table on reverse for full service offerings

Operator Training

Customers receive one annual training about the system, depending on the SSA agreement level. This training is intended (to enhance) operational efficiency and achieve maximum performance by implementing best practices.

FLIR Protect / Extended Warranty

FLIR Protect packages can be added to the agreement. Details on these packages are dependent on the product and region.

Languages

» Arabic: GST business hours**
» English: around the clock
» Spanish: around the clock
» French: CET business hours**
» German: CET business hours**
» Hindi: IST business hours**
» Italian: CET business hours**
» Portuguese: CET + Brazil business hours**

**The number of representatives speaking these languages is limited; if the language is not available, assistance will be available in English or Spanish

FLIR Service Packages

SSA Feature	Gold Level	Platinum Level
Firmware and software upgrades	Yes	Yes
Prioritized technical support	Yes	Yes
Average response time	<4 hours	<2 hours
Remote assistance & telephone support	Mon – Fri (local business hours)	24/7
Remote health audit	Additional charge	20 hours/year included†
On-site visit	Additional charge	Yes (1x per year)†
Single point of contact	No	Yes
Operator training	Additional charge	1 session per year†
FLIR Protect / Extended Warranty	Additional charge	Additional charge‡

†Frequency can be increased for a fee ‡Extended warranty visible security cameras incl (option not available in India)