



## SERVICE PLAN

A Service Plan (SP) provides the consumer with the option to purchase additional coverage for XP TechnoHUNT systems only after the factory warranty has expired. The following details the coverage and conditions:

### COVERAGE

1. **PART REPAIR/REPLACEMENT AND LABOR** is included to bring the system up to proper performance levels. Parts eligible for repair/replacement include the following: Sensors (including light board replacement), A200 serial convertor, projector, computer, printer, monitor, keyboard, and mouse. Any malfunctioning system components will be repaired or replaced with new or reconditioned functionally equivalent components at the discretion of Archery Interactive. If required, the part may be shipped back to the Archery Interactive facility for repair or replacement and will be returned in a timely fashion. Complete instructions will be provided by Archery Interactive to ensure installation is properly completed by customer.
2. **TECHNICAL SUPPORT:** Unlimited technical support is included. Normal business hours are Monday – Friday, 10am - 6pm MST. This includes and is not limited to operational issues, adjustment procedures, component installation instructions, and software questions.
3. **SOFTWARE UPGRADES:** All current software upgrades to the latest production version of TechnoHUNT® are included. Any software upgrade that is released will be shipped to you free of charge. New game types and scenarios are not included in this offer and will be released for purchase when available.
4. **ON-SITE ASSISTANCE** is available in order to bring a system up to proper performance levels. This will be provided by one of our factory-trained technicians if Archery Interactive has determined that all other means have been exhausted. The normal price of this service is \$3000, but is available for \$1500 with the purchase of the SP.
5. **SHIPPING:** Except for software upgrades, the customer is responsible for all shipping costs and will dictate the shipping priority.

### CONDITIONS

1. Coverage will commence upon the date of receipt of the signed contract.
2. If the component qualifies for *Physical Damage* (visually damaged) such as a lightning strike or any other obvious physical impairment *that is beyond repair*, such parts *will not* be covered under the SP. The replacement(s) will be charged to the customer. With any part replacement, the old parts must be returned first, before new parts are sent out.
3. Consumables, such as paper, ink, arrow tip blunts, screen, projector bulb or filter, batteries, and Uninterruptable Power Supplies (UPS's), are not included.
4. Conditions are subject to change.

### SERVICE PLAN PRICING

System	1 Year	2 Year	3 Year
TH100	\$1999	\$3399	\$4499
TH300	\$2499	\$4199	\$5599



## STANDARD PRICING AFTER WARRANTY EXPIRES AND WITHOUT A SERVICE PLAN

### LABOR

#### Factory Service Center

Labor performed at the Archery Interactive factory service center in Denver, CO is available at the rate of **\$75 per hour** with a one-hour minimum. The customer is responsible for all shipping costs and will dictate the shipping priority to be used.

#### On Site Assistance

Labor performed on site is available at the rate of **\$3000**. This includes all labor and travel expenses, which normally involve two days of travel and one full day on location.

### TECHNICAL SUPPORT ASSISTANCE

- **ALL** Technical Support is **\$75 per hour**, with a one hour minimum.
- Technical Support by Telephone is available Monday - Friday, 10:00am - 6:00pm MST. The toll-free number is 1-877-890-9572.
- GoToAssist Support is a live remote assistance service and is available Monday - Friday, 10:00am - 6:00pm MST. This service allows technical support staff to access and troubleshoot the TechnoHUNT computer remotely.
- Email Support is available during normal business office hours. Responses generally occur within 24 hours.
- Free access to the TechnoHUNT knowledge base and tech support website is available 24/7.

### PARTS AND FUTURE SOFTWARE UPGRADES

Call for pricing.