



MotionRocket Software Maintenance Contract (SMC)

	Standard Warranty	SMC Coverage	Out of Warranty
Duration	12 Months from Shipment	12 Months Recurring	NA
Updates and Support			
Software Updates	Available	Available	Not Available
Support Phone Hours	0900 – 17:00 EST M-F	0900 – 17:00 EST M-F 0900 – 1700 S-S	Not Available (Email Only)
Email Support	Available	Available	Available
Response Time	< 6 Business Hours	< 6 Business Hours	Best Effort
Developer Support	Available	Available	Not Available
Training			
Online Documentation	Available	Available	Available
Web-Based Training	Available	Available	Available for fee
In person Training	Available for fee	Available for fee	Available for fee
Professional Services			
Remote Integration Support	Available	Available	Available for fee
In person Integration Support	Available for fee	Available for fee	Available for fee
Cost	Included	\$795.00 Annually	NA

MotionRocket Hardware Maintenance Contract (HMC)

	Standard Warranty	HMC Coverage	Out of Warranty
Duration	12 Months from Shipment	12 Months Recurring (until product End-Of-Life)	NA
Software Updates			
	Included (Equal To SMC)	Included (Equal To SMC)	NA
Hardware Repairs			
Hardware Repair Costs	Included	Included	Fee Based (Parts + Labor + Shipping)
Repair Time	10 Business Days	3-5 Business Days	NA
Shipping	End-User must pay for shipping to Service Center	End-User must pay for shipping to Service Center	End-User must pay for shipping to Service Center
Return Shipping	Ground	Ground	Ground (Charged)
Cost	Included	\$1495.00 Annually	NA