



Support you can count on

Annual Platinum Support – Subscription

With Platinum Support, your investment is protected.

Platinum Support Includes

- Annual Hardware Maintenance
- Annual Software Maintenance
- Annual Telephone Support Subscription

Annual Hardware Maintenance

Icon Time Systems' Annual Hardware Maintenance goes beyond the Standard Warranty, protecting your investment by providing repair or replacement for accidental damage. To be covered under annual hardware maintenance you must use an approved surge suppressor for your Icon Time Systems product. Approved surge suppressors are the BELKIN MasterCube and any POWERVAR model ABC065-11 or higher. These models are available through Icon Time or any number of other national distributors. This program does not include upgrades to new versions, training, or support in changing the clock from the original installed location.

Hardware Repairs and Replacement

The Subscriber should contact the Icon Time Systems Technical Support Department and request a Return Authorization Number (RMA#). At your option you may:

Return your equipment for repair

This option allows you to return your equipment to Icon Time Systems for repair and next day air return shipping. This method allows you to keep your existing hardware (and data, if intact). We make every attempt to repair your unit and return ship it within 24 hours of receipt.

Request a replacement

Replacement units are refurbished and have been fully tested for return to service. These units will be configured to match the hardware options you have with your existing terminal and are not pre-loaded with your employee data. To request a replacement unit you will need a valid credit card to secure the return of your existing hardware. Replacement units are shipped UPS Standard Next Day Air for accounts within the continental USA. The damaged unit must be returned to Icon Time Systems within 10 working days with all replaced accessories to avoid charges. Hardware or accessories not returned within this period will be billed to the credit card at current retail prices.

Limitations For Accidental Damage

Icon Time Systems reserves the right to limit the number of replacements of time clock hardware due to accidental damage to no more than two incidents per year.

Other Limitations

Products which are rendered unusable due to damage, caused by vandalism, fire, earth movement, natural disaster, flood, war, lightening, acts of God, or similar events, which would not be considered “normal business use”, are not covered under this plan. Repair or replacement of such product will be charged to subscriber at the current retail price.

Annual Software Maintenance (PC based systems only)

Icon Time System’s Annual Software Maintenance offers assistance with maintenance releases from our web site. Maintenance releases provide patches and enhancements within the TimeSource version you purchased. This program does not include upgrades to new versions, software training, or support in changing the software or clock from the original installed locations. As an alternative to web updates you may request two maintenance releases via original media at a cost of shipping and handling only.

Annual Telephone Support Subscription

Icon Time System’s Annual Telephone Support subscription offers toll free assistance with the operations of your software on Monday – Friday 7:00a – 5:00p pacific coast time. National holidays are excluded.

Platinum Subscription Terms, Conditions and Penalties

You must purchase Platinum Support within 15 days of your original equipment purchase to place this program into immediate full effect.

If you subscribe to Platinum Support more than 15 days after the purchase of your original equipment, or allow your contract to lapse, your hardware will not be covered under the Platinum Support for 30 days after the starting date or renewal of your contract. Toll-free telephone support and software assistance with maintenance releases will be available immediately.

Your Platinum Support subscription is sold as an annual contract and is intended to be renewed for the life of your product. Your subscription is non-refundable even if you stop using your product. Icon Time Systems strives to contact its customers and provide a reminder about the pending expiration of the support agreement but it is ultimately the customer’s responsibility to renew their support agreement on time. If you allow your subscription to expire, the reinstatement of the Platinum Support Subscription will incur a penalty in the amount of all past maintenance fees plus a penalty of 20% of total past due fees.

The terms of this agreement are subject to change. Each year this agreement is renewed under the terms and conditions in effect at the date of the renewal. Platinum Support Services are only available within the United States of America.

SERVICE AND SUPPORT ADDRESS

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