



COVERAGE	DEFINITION
Comprehensive Coverage	Includes normal wear and tear on items, however, does not include user negligence/abuse.
Accidental Breakage	Regardless of how the equipment was damaged, if it is repairable, it is covered.
Accessories	One accessory per primary terminal is included.
Cleaning & Preventative Maintenance	All products will be thoroughly cleaned using environmentally friendly commercial cleaning solvents only. Each unit will undergo PCB Hot Air re-work preventative maintenance. Regardless of the failure, each unit's main board will be reflowed to correct any possible cold or corroded solder joints. Equipment will then undergo a five (5) point preventative maintenance inspection. Our certified technicians also check and secure the most vulnerable connection points on the device.
Online Customer Center	Our online customer center will allow you to track every detail of your service program, anytime. You can issue service requests, track service returns, track device history by serial number, as well as order spare parts and see open support cases. Our secure support center gives you full system access control.
Technical Phone Support	Technical phone support is provided during regular business hours.
24 hr Technical Phone Support	Technical phone support is provided 24 hours a day. Restrictions apply, please contact Carlton for details.
Assigned CSAM (Customer Service Account Manager)	You are assigned a Customer Service Account Manager who will be your primary day to day point of contact at Carlton.
Advanced Overnight Replacement	A replacement unit ships to you overnight the day your current equipment fails. Requires spare pool at Carlton.
3 Day Turn	The number of days it will take for your equipment to be repaired and shipped to you, according to your preferred shipping method. Does not include transit time.
7 Day Turn	The number of days it will take for your equipment to be repaired and shipped to you, according to your preferred shipping method. Does not include transit time.
Ground Return Shipping	Equipment will be shipped to you via Ground Service.
Application Loading & Configuration	Carlton will load your application(s) and test and configure your equipment so it will arrive "plug and play" directly out of the box.
Battery Optimization	All batteries will be tested and either replaced or completely drained, recharged, and optimized using a Cadex battery analyzer. We will use predetermined parameters for replacing batteries proactively when required.
Changeable Contract	Business changes rapidly. This feature allows you to reduce your equipment coverage by up to 15% at any one time during the term of your agreement, with 30 days notice, for assets that are no longer deployed. In this instance a credit for any unused maintenance will be issued to your account for use within 12 months.
Additional Equipment Coverage	All "like" hardware you purchase from Carlton during the term of your service agreement is automatically covered for the balance of your term for no additional fee.*
Hardware Coverage Guarantee	Carlton will never discontinue ("End of Life") service on a product that we currently repair for any of our customers. This should give you peace of mind, knowing that as long as you own your equipment, Carlton will be there to repair it for you.
Staging & Deployment	Carlton can stage and deploy your new or refurbished equipment, saving you valuable internal resources. Our staging includes charging all batteries, testing all hardware, application loading and configuration (see above), asset tagging and serial number reporting, re-packaging, and post-deployment reporting.

* Up to a maximum of the total number of units under contract with Carlton.

For detailed Service Plan information go to: www.carltontechnologies.com/carltoncare