



i3 International HVR/NVR Extended Warranty Program

Last Revised: 170421

i3 EXTENDED WARRANTY PACKAGES:

i3 HVR/NVR systems come with the standard **1 yr parts and factory repair labor warranty** OR **3 yr parts and 1 yr factory repair labor warranty** packages. Please refer to i3's [Limited Product Warranty](#) document for information about your specific HVR/NVR model warranty.

Two types of out-of-warranty extended technical support packages are offered: unlimited Yearly plan (per HVR/NVR unit), up to a maximum of 3 years, and per-incident Hourly technical support plan, billed by hour, with 1 hour minimum.

Pricing:

Yearly plan: \$499 per calendar year, up to a maximum of 3 years.

This extended warranty is non-transferrable between customers or units. Includes the mandatory Diagnostic Fee if the HVR/NVR is determined to be in need of hardware factory repairs.

Hourly support: \$125 per support labor hour, 1 hour minimum, billed by hour.

i3 EXTENDED WARRANTY TERMS:

Customers must provide a valid payment method and sign i3's Technical Support Service Agreement to complete the purchase of Extended Warranty package under this service description.

Extended Warranty does not include live monitoring of the i3 Video Management Systems, cameras (IP or Analog) switches or other equipment, or of any condition related to the i3 equipment in the field. Extended Warranty covers only technical support and services pertaining to the incidents and technical issues with i3 equipment reported directly to the i3 Technical Support line.

As part of the extended warranty support service, i3's technical support agent will diagnose the problem to determine if there has been a hardware or software failure. i3 technical support agent will provide you with live assistance via phone and/or remote connection (LogMeIn, Teamviewer, etc.) to resolve your HVR/NVR issues. Please note that factory repair labor and parts fees are not covered by the HVR/NVR Extended warranty program, however the Yearly extended warranty plan covers the mandatory Diagnostic Fee. If during support session the i3 HVR/NVR is determined to be in need of factory hardware repairs, the unit may be repaired at i3's factory location in accordance with [i3 Terms and Conditions](#) policy.

Please refer to [i3 Terms and Conditions](#) document for more pricing information on our-of-warranty factory repair process and charges. For further information, please contact i3 at support@i3international.com or Toll Free: 1.877.877.7241



HVR/NVR Extended Warranty and Out-of-Warranty Support Payment Form

Note: Information submitted in this form will be kept in strict confidence.

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COMPANY INFORMATION (Mandatory):

Company Name: _____
 Company Address: _____
 City/Town: _____ Province/State: _____ Postal/Zip: _____
 Telephone: _____ Fax: _____ Contact E-mail: _____

SUPPORT PACKAGE TYPE*. COMPLETE ONLY ONE:

Yearly Support Package (Non-transferrable)

HVR/NVR Serial Number: _____
 Amount: \$499 x _____ year(s) (3 years max.) =
 Total**: \$ _____

Per-Incident Support Payment

Incident No: _____ No. of Labor Hours: _____
 Amount: \$125 x _____ labor hours =
 Total**: \$ _____

* All support packages are subject to i3's Technical Support Service Agreement.
 **HST will be applied to all payments for Canadian customers, as applicable.

FORM OF PAYMENT (Mandatory):

Please Select the Form of Payment: Purchase Order. Enter PO # here: _____
 OR: VISA Master Card American Express

Name of Card Holder: _____ Card Holder's Signature: _____
 Card Number: _____ CVV/CSC†: _____ Card Expiry Date: _____

† CVV/CSC - Card Verification Value / Card Security Code is a 3 digit number on VISA® and MasterCard® branded credit cards.
 On your American Express® branded credit or debit card it is a 4 digit numeric code.

BY SIGNING THE AGREEMENT BELOW, I/WE DO HEREBY AGREE TO PAY TO I3 INTERNATIONAL INC. THE CHARGE AMOUNT AS AGREED ABOVE AND AGREE TO ABIDE BY I3'S TECHNICAL SUPPORT SERVICE AGREEMENT:

http://i3international.com/tools/media/medialibrary/PDF/Polices/Technical_Support_Service_Agreement_Fillable.pdf

Authorizing Signature: _____ Dated On: _____

OFFICE USE ONLY: