



Warranty and Support Agreements

1.) Extended Warranty

- a. 1 yr. ~ \$500
- b. 2 yrs. ~ \$1,000

2.) Support Agreement ~ (respond to support calls where product does not operate as intended)

- c. 2 calls ~ Free
- d. up to 5 calls ~ \$1,000
- e. up to 10 calls ~ \$2,500

3.) Interoperability Problems with Third Party Products (respond to calls where the intended operation of OSS manufactured product does not meet expectation due to interoperability problems with third party products)

- f. up to 10 calls ~ \$2,500
- g. up to 30 calls ~ \$5,000

