



**New warranty service options for
2019**



Old Warranty - (~6% of the site value)

- Service and repair units - exclusively to Spotter Radar Units ONLY.
- NIO and Spotter Firmware Updates not included.
- Technical Support

Silver SLA - (8% of the site cost)

- Service and Repair - All hardware
- Includes NIO and Spotter Firmware Feature updates
 - Auto classification option available for clients under SLA
- Free COP licence for the site
- Technical Support





Gold SLA - (12% of the site cost)

- Service and Repair - All hardware
- Includes NIO and Spotter Firmware updates
 - Feature updates such as Auto classification are available under SLA
- Free COP licence for the site
- Technical Support
- Exchange units provided upon RMA approval always (2 day shipping)
- If RMA is needed after 5 years of life - **BRAND NEW** and most recent equipment is provided to replace the existing equipment

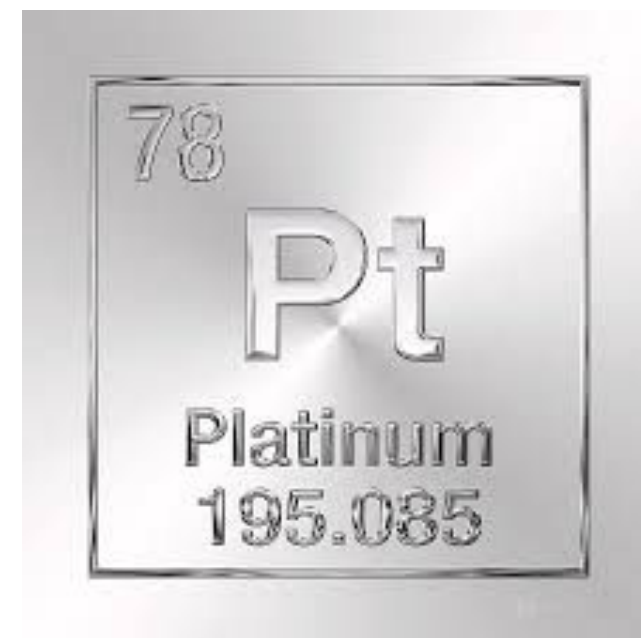
- ★ Known and fixed yearly cost for system upkeep and maintenance
- ★ No additional POs and approvals for repair/update needs
- ★ No “end of life” on the system





Platinum SLA - (15% of the site cost)

- Service and Repair - All hardware
- Includes NIO and Spotter Firmware updates
 - Feature updates such as Auto classification are available under SLA
- Free COP licence for the site
- Technical Support
- Exchange units provided upon RMA approval always (2 day shipping)
- If RMA is needed after 5 years of life - **BRAND NEW** and most recent equipment is provided to replace the existing equipment
- **Yearly Site review upon request done by SpotterRF, fine tune (remotely) ~ AVG Cost for Review ~ \$2000**
- **1 Onsite site review with fixed travel request cost per trip per year. AVG Site Visit Cost w/o SLA ~\$5,000**
- **1 Onsite Operator Training Session (1 Day) with fixed travel cost per trip per year. AVG Site Visit Cost w/o SLA ~\$5,000**

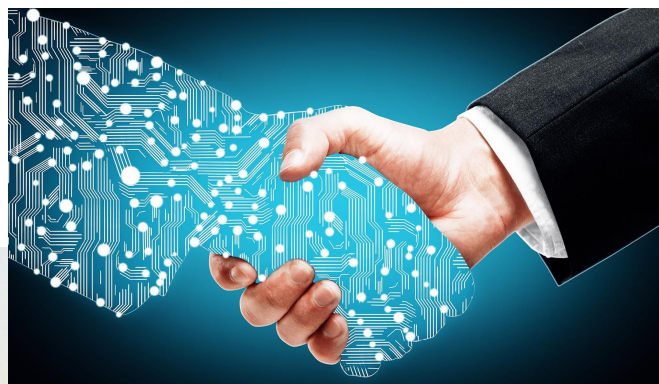


	Basic Warranty (NA)	Silver	Gold	Platinum
Technical Support	✓	✓	✓	✓
Service/Repair - Spotter Units ONLY	✓	✓	✓	✓
Service/Repair - All site hardware	✗	✓	✓	✓
NIO & Spotter Firmware Updates	✗	✓	✓	✓
Complimentary COP License	✗	✓	✓	✓
New Feature Sets (Auto Classification)	✗	✓	✓	✓
2 Day Exchange for RMA	✗	✗	✓	✓
Full unit replacement after 5 years	✗	✗	✓	✓
Yearly Site Review (Remote) 1 per site per year (AVG cost w/o SLA is ~\$2000)	✗	✗	✗	✓
Yearly Site Review (Onsite) \$1500 (1 per site per year) (AVG cost w/o SLA is ~\$5000)	✗	✗	✗	✓
Yearly Operators Training \$1500 (1 Per Customer per year) (AVG cost w/o SLA is ~\$5000)	✗	✗	✗	✓

Auto-Classification

Smart Learning Technology

SpotterRF radar system can now automatically provide classification of targets. Smart learning capability allows users to fully customize each site to improve accuracy of classifications by training the system at each particular site.

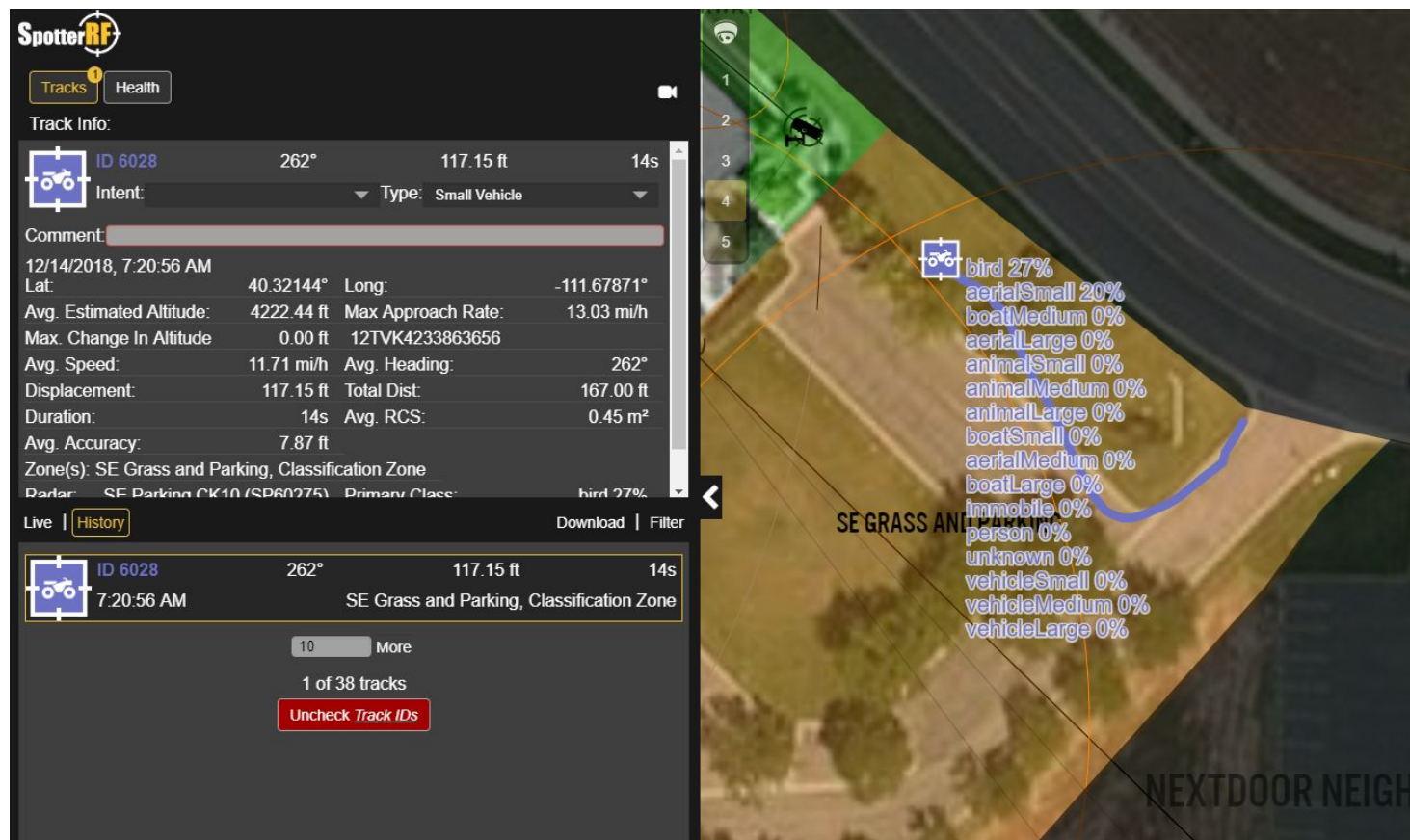


“Fully automatic target classification done by SpotterRF-developed Artificial Intelligence creates a more efficient machine for reduction of nuisance alarms”

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