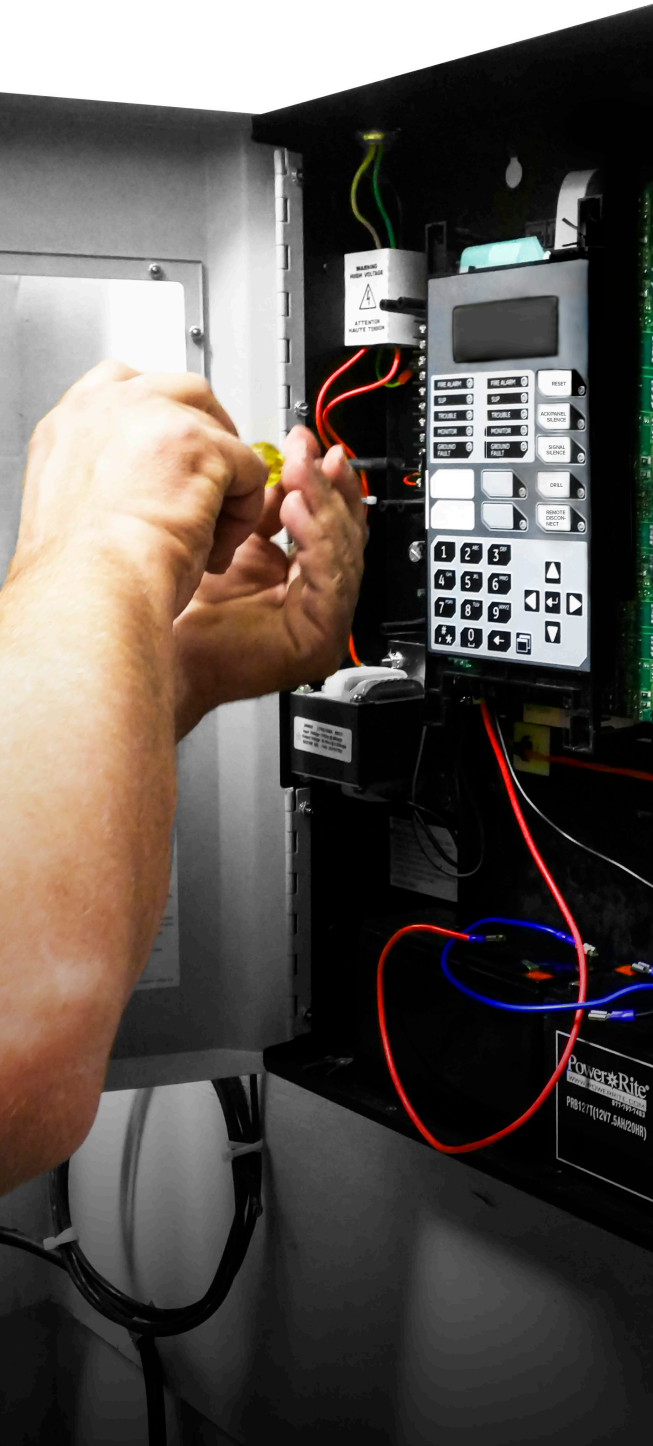




INVESTMENT PROTECTION PROGRAM

the same quality labor, without an additional cost



HOW IT WORKS

- 1 Call A1 to schedule service for any covered system
- 2 A1 fixes the covered system without any additional labor costs.

ENROLLMENT BENEFITS

- No service labor costs for 5 years.
- Guaranteed response time including a \$250 credit if A1 response is slower than the agreed upon time frame.
- Priority in the service queue.
- Labor and parts costs for any non-covered systems are reduced by 10%.
- Choose one of 3 subscription options: Platinum, Gold, or Silver.

“ I feel secure knowing my electronic service visits are covered with the Investment Protection Program.”



CASE STUDY

SERVICE INVOICE

DATE & DESCRIPTION	QUANTITY	\$/UNIT	TOTALS
1/14/16 Labor and material to troubleshoot multiple troubles on panel 3 card 3. Traced issue to a defective 3-AADC1 card. Replaced and programmed new card.	Labor Overtime 14.5	\$188	\$2,726
	Labor Doubletime 4	\$250	\$1,000
	Material 1	\$1,723	\$1,723
	Trip Charge 1	\$60	\$60
3/30/16 Labor and material to perform 6 year maintenance/hydro/recharge on 13 fire extinguishers.	Labor & Material	\$473	\$473
		10% OFF	
4/8/16 Labor to check smoke detectors that are in trouble. Replaced 2 devices with customer supplied detectors.	Labor Overtime 4	\$188	\$752
	Trip Charge 1	\$60	\$60
6/22/16 Labor and material to repair and certify 4 backflow devices that failed 1st recertification.	Labor 6.5	\$90	\$585
	Material	\$1,207	\$1,207
		10% OFF	
		10% OFF	
7/25/16 Labor to troubleshoot ground fault. Found faulty fire alarm rail patch cable causing ground fault. Corrected issue and system returned to normal.	Labor 3	\$125	\$375
	Trip Charge 1	\$60	\$60
9/5/16 Labor to troubleshoot security system that is constantly beeping. Repaired issue.	Labor 4	\$125	\$500
	Trip Charge 1	\$60	\$60
		10% OFF	
10/18/16 Labor and material to repair sprinkler leak in the office.	Labor 12	\$90	\$1,080
	Material	\$128	\$128
	Trip Charge 1	\$60	\$60
		10% OFF	
		10% OFF	
11/12/216 Labor and material to replace control-display module on annunciator panel.	Labor 5	\$188	\$950
	Material 1	\$595	\$595
	Trip Charge 1	\$60	\$60

This bill reflects the cost eliminated by a Platinum subscription to the Investment Protection Program.

In the first year, a Platinum subscription provided four instances of free labor and six discounts for non-covered systems.



INVESTMENT PROTECTION PROGRAM



No labor fees



Guaranteed faster response



Discounted service & parts

PLATINUM Premium Service

Unlimited Support Calls

A necessity for facilities that must operate around the clock, such as healthcare or manufacturing.

Highest Service Response Queuing

Everything in GOLD, plus:

On demand service calls 24/7/365

2 system retrainings per year

Guaranteed 2 hour response time - after hours

Guaranteed 4 hour response time - business hours

10% discount on non-covered service rates

10% discount on non-covered parts

System monitoring

Battery replacement every other year



COVERAGE DETAILS

GOLD Standard Service

6 Support Calls

Covers facilities that are not in constant operation, such as schools and office buildings.

Escalated Service Response Queuing

Everything in SILVER, plus:

Reduced service rates

On demand service calls within business hours

Annual system retraining

Guaranteed 4 hour response time - after hours

Guaranteed 8 hour response time - business hours

5% discount on non-covered service rates

5% discount on non-covered parts

SILVER Basic Service

2 Support Calls

A perfect fit for facilities with low occupancies or tight budgets, such as start-up businesses.

Priority Service Response Queuing

Annual system review

Automatic software updates

Annual DVR/NVR inspection

Annual DVR/NVR storage analysis

After hours live customer service support

A1 answers phone support calls Monday through Friday from 8:00 AM to 5:00 PM. Service operating hours are Monday through Friday from 7:00 AM to 4:00 PM. Emergency calls are taken any time and may be subject to additional fees.