PAL CARE
A PalatiumCare Company

New System Warranty Protection
& Extended Maintenance Plans
Hardware • Software • Training • Service • Support

2019

Overview

Congratulations. As part of your initial investment, all PalCare® products are backed by a one-year, comprehensive new system protection plan that includes: hardware, software, training, service, and support components. PalCare's new system protection plan demonstrates our commitment to being a producer of highly reliable and easy-to-maintain emergency call systems.

To ensure resident protection and to avoid un-budgeted or un-planned repair expenses, communities are encouraged to maintain their emergency call system performance and staff training at peak levels. When the 1-year initial warranty expires, PalCare's EMPs can help you to this end.

PalCare's Extended Maintenance Plans can:

- Ensure system software is up-to-date and running optimally
- Provide access to customer and technical support resources
- Provide staff "refresher" training as a matter of course, or coordinated with System or software upgrades.
- Provide comprehensive annual system check-ups, auditing the condition and operation of the entire system, and identifying any service requirements.
- Provide daily back-ups of system information in case of catastrophic loss.

The following sections provide an overview of the New System Warranty & Extended Maintenance Plans' components.

New System Protection
Hardware • Software • Training • Service • Support

Every new installation of a PalCare Resident Safety Systems is backed by a comprehensive, one (1) year service plan including:

- Product (hardware) Warranty
- Free Software Maintenance
- 8/5 Remote Technical Support during regular business hours
- Two (2) Staff Trainings[1]

Hardware
All PalCare's hardware products are manufactured and tested to the highest standards and are backed with a 1 year factory warranty.

Software
PalCare continuously improves the software to improve operation, add features to implement the latest senior living industry emergency response protocols and stay current with changes in the computer industry. For the first year of ownership, customers receive these upgrades at no charge.

Training
Staff training is important to the successful operation and implementation of a new resident safety system. As a result, PalCare's certified installation technicians provide comprehensive system training for community staff during the initial system installation. To maintain staff competency, PalCare provides one, community-scheduled refresher class (telephone or Web) during the first year of operation at no charge.[1]

Remote Technical Support
For the first calendar year of system operation, customers have access to 8/5 Remote Technical Support during regular business hours (8 hours per day / 5 days per week) at no charge.

24/7 Remote Technical Support
For an annual fee, Remote Technical Support can be expanded to include nights, weekends & holidays.

The following matrix details the first-year warranty coverage that comes with every PalCare system as part of the system purchase.

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1 First session is conducted at time of system installation. It is the responsibility of the customer to schedule the subsequent training sessions. Trainings may be conducted via GoToMeeting or other online equivalent. Online sessions require a high speed internet connection.

New System Warranty Coverage – Hardware

	Years	Description

Resident Safety System	1	• PalCare System
		  o Server
		  o Main Receiver
		  o Battery Back-up
		  o Power Supply
		• Paging Transmitter
		• Wireless Back-Bone (Wireless Repeaters)
		• System Interfaces (Fire Panel, Spectralink, etc.)
		• Help Devices - Pendants., Pull Cords, Door Contacts, etc.
		• Smoke Detectors, when applicable
		• Universal Transmitters
		• All PalCare installed, non-emergency equipment

Pager Warranty	1	• Staff pagers *excluding water damage*
Express Warranty *Replacement* Parts	1	• Replacement parts shipped to customer **FedEx Ground** Customer must pay for **Overnight Delivery** when requested. • Customer is responsible for installation of replacement components.[2]

Service and Training

	Years	Description
Technical Support	1	• Free 8/5 Remote Technical Support o Regular Business Hours
Start-up Training	-	• On-site Staff Training at System Installation
Refresher Training	-	• One Training Class during the first year of operation[3]

Software Support

	Years	Covered Items
Software Updates	1	• Phone Support for Release Installation is available • Update to present Software Version to improve operation of existing features • New Features • Integration of Community Products • New Staff Communication • Monthly system information backup

2 The cost of the component is covered by the warranty. Installation and troubleshooting are not.
3 Customer is responsible for scheduling session. Training may be conducted online but requires a high speed internet connection.

Extended Maintenance Plans

Extended coverage begins when the standard factory warranty ends. Extended Maintenance Plans (EMP) can help you to keep your residents safe by ensuring that the wireless nurse call system hardware and software are functioning properly and up to date, that community staff are trained on the latest system functionality, and that you can get expert help to address system issues as needed. EMPs can be extended for up to 6 years beyond the initial factory warranty for a total of seven (7) years of total system coverage.

Bronze Extended Maintenance Plan

Similar to the initial 1-year New System Warranty, the Bronze EMP protects key system components from failure due to manufacturing defects. To understand the warranty fully, it is helpful to define the 3 device classes that comprise your resident safety system.

1. The **Wireless Backbone** is the superstructure of the resident safety wireless network (wireless receivers, repeaters, and associated power supplies). The Backbone is the critical communication link that defines the "bubble" of safety coverage over the entire community.
2. The **PalCare System** (System) is comprised of the server, main receiver, battery back-up, and related power supplies and connections. It is the control panel for the entire system.
3. Discrete **Help Devices** include personal pendants, pull cords, door contacts, pagers and more.

Unlike the New System Warranty period in which everything is covered, the Bronze EMP coverage beyond the first year is only offered on items 1 and 2. The Warranty on help devices (item 3) cannot be extended beyond 1 year. Due to the proven life expectancy and reliability of these devices as well as their relatively low cost, it is a more cost effective proposition for a customer to replace them individually if and when required rather than purchasing blanket coverage for the entire device class.

At PalCare we continuously improve the software application to enhance operation and stay current with changes in the computer industry. These improvements can range from simple maintenance updates to major additions to the software's functionality. The Bronze EMP covers all software updates.

For software updates, a remote connection will be established with your PalCare server from the main office or your PalCare dealer. Software updates are designed to be quick and easy, so the functionality of your nurse call system is interrupted only briefly or not at all. If it is necessary to have an onsite visit to update your software, a time will be coordinated with you in advance.

Silver Extended Maintenance Plan

In addition to all the benefits of the Bronze EMP, the Silver EMP extends Remote Technical Support to 24/7.

Gold Extended Maintenance Plan

In addition to all the benefits of the Bronze & Silver EMPs, the Gold EMP provides daily backups of your PalCare System's community information. In the event of catastrophic loss (fire, lightening damage, etc.) your community information (resident names & devices) will be retrievable to within a 24 hour window.

As part of the Gold EMP, PalCare will provide at no extra cost an onsite computer for the remote monitoring of your system, allowing for real-time troubleshooting, system updates, and system assistance 24 hours a day.

An annual onsite visit will be performed to provide a written report on the health of your PalCare system.

Finally, a Gold EMP covers any hardware that may need to be replaced due to PalCare standard system updates. You will always have access to the latest PalCare standard features & reports, even when those updates require new hardware.

No Extended Maintenance Plan

Should your community choose not to purchase an EMP, Remote Technical Support is still available to you. Calls to PalCare Technical Support will be billed in the following way:

Type of Call	Rate*	Minimum
Regular Business Hours	$150/hour	15-minute minimum charge
After hours	$175/hour	1-hour minimum charge
Weekends / Holidays	$175/hour	1-hour minimum charge

Rates subject to change

<u>Exclusions</u>

1. The PalCare Extended Warranty does not include service or support for fall management devices or wandering systems. While these systems can be purchased through and integrated with PalCare, they are manufactured by third party vendors. These products will have their own warranties and terms from their respective manufacturers.
2. Remote support is the first method of diagnosing and remedying any issue with the System. If a facility refuses to assist with requests for remote support, or insists upon an on-site visit, that visit will not be included in the warranty.
3. Travel time associated with necessary onsite visits is not included in the warranty.
4. PalCare's warranty does not cover any damage to the System or devices caused by: vandalism; Dealer or End-User negligence; failure of Dealer or End-User to adhere to PalCare's guidelines for installation and maintenance; abuse misuse; attempted unauthorized repair, modification or improper installation by an unapproved vendor; software or hardware products not supplied by PalCare; unauthorized third party software running concurrently on the system; or any other cause not controllable by PalCare other than ordinary wear and tear.
5. PalCare shall not be responsible for, or accept liability for, the operation or performance of any equipment in existence prior to PalCare's installation, or equipment supplied by other parties, unless a formal agreement is made with PalCare prior to installation.
6. PalCare Warranty & EMPs do not cover the replacement of resident device or pager batteries.

Training, Service and Support

Additional Training, Service and Support options are available from PalCare or your PalCare Dealer. On-site training after the initial installation may incur additional fees. Remote, online, and phone support or training under the warranty or EMP is always at no cost.

Servicing Agent

It is important to know who is responsible for delivering each component of the warranty service to which you are entitled whether in the case of a brand new system or an established system supported by an EMP. This question may arise if you purchase your system from one of our PalCare Dealers. Please note the following statements with regard to service delivery.

System Software Updates: For software updates, a remote connection will be established with your PalCare server from the main office or your PalCare Dealer. Software updates are designed to be quick and easy, so the functionality of your nurse call system is interrupted only briefly or not at all. If it is necessary to have an onsite visit to update your software, a time will be coordinated with you in advance by either the PalCare main office or your Dealer.

Hardware Warranty & Maintenance: PalCare tracks customer warranty rights for all customers and maintains a serialized list of warranted products at each customer site. Diagnosis, return and replacement of faulty, warranted product is facilitated by the agent (Dealer) who facilitated the sale of your system.

Term of Agreement

For new systems, EMP coverage from PalCare begins one year from system commissioning, with the first year of new system protection being provided by the New System Warranty. For systems older than 1 year, EMP coverage begins on the date of EMP purchase. EMPs renew automatically on an annual basis unless you cancel it. Note that any additional warranty coverage you purchase from your Dealer is exclusive from these items and needs to be negotiated with the Dealer.

Product Life and Support

PalCare will support all products manufactured by PalCare for the life of that product line. For non-PalCare manufactured parts, PalCare will make the best efforts to supply form, fit and function replacements for 7 years from installation date.