

Support and Maintenance Agreements

Keep your DATAMYTE solution running smoothly



- SUPPORT AND MAINTENANCE AGREEMENTS
- PRODUCT TRAINING
- CONSULTING SERVICES



DATAMYTE[™]
Experts in the Connected Factory

OVERVIEW

Downtime may cause costly delays and product quality issues. DATAMYTE supports highly valuable services to protect your solution through Support and Maintenance Agreements, Training, and Consulting.

Maximize the return on your investment by accessing priority service backed by world-class technical support, regional training, software and firmware updates, hardware maintenance and much more!

Lock in your Support and Maintenance Agreement pricing today and receive discounts and trade-in incentives on additional products added to your current agreement.



Support and Maintenance Agreements

Core Program Benefits

- Priority Tech Support by phone and email (Monday-Friday, 7:30 am-4:30 pm CST)
- Software and firmware updates, product enhancements, patches, and service packs.
- Regional training
 - Your service agreement value earns FREE days of training at one of our regional training centers. Contact your sales representative for more specifics regarding your training requirements.
- Streamlined support without having to generate a purchase order for each individual instance that requires tech support, hardware repairs, or calibrations.

Software



Quality Planning Studio



TranSend II



DataMetrics (SPC)



Escalate™



EnGage Plus!

ADDITIONAL BENEFITS

Discounts:

- 10% off list price on additional covered product licenses.
- 10% discount on support services performed at a customer site, such as: software training, application engineering, installation, and field service. (Travel expenses not included)

Exchanges and upgrades:

- An equivalent software package or platform may be available. Contact your sales representative for more information.

Data Collectors

ADDITIONAL BENEFITS

- **Priority Expedited Repairs:**
Fast turnaround on repairs and free return shipping.
 - Covers normal repairs and parts replacement, including: straps, batteries, cables, screen, keyboard, port, interfaces, etc.
- **Trade-Ins and Discounts:**
 - 5% Discount off list price for additional units of covered products.
 - 10% trade-in discount on new products purchased to replace legacy products.

Torque Wrenches

ADDITIONAL BENEFITS

- **Priority Expedited Repairs:**
Fast turnaround on Hardware Calibration and Repairs.
 - Covers normal repairs and parts replacement, including: recalibration, transducer, cables, accessories, port, electrical circuiting, etc.
- **Annual Calibration:**
 - Wrenches must be calibrated annually or every 100,000 cycles.
 - Priority hardware service includes free return shipping to the customer.
- **Trade-ins and Discounts:**
 - 5% Discount off list price for additional units of covered products.
 - 10% trade-in discount on new products purchased to replace legacy products.
- **Factory level support:**
When an anomalous reading occurs, a torque curve is automatically captured. You can then export it and email DATAMYTE Tech Support. We will help you determine if the problem was due to operator error, material failure or power tool installation failure.



REVOLUTION



LIGHTSTAR™
TORQUE
WRENCH



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Training and Consulting

Training

We offer a rotating schedule of training at our regional training centers in Plymouth, MN.

Classes include:

- DataMetrics with DC Pro (2 days)
- DataMetrics with DC Advanced (2 days)
- Quality Planning Studio (2 days)
- EnGage Plus! (1 day)
- TranSend II with 600 Data Collector (2 days)
- Digital Clipboard™ (1 day)

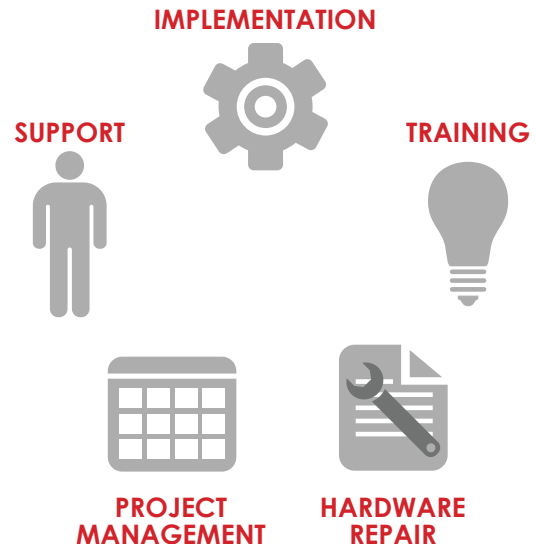
Additionally, we can perform on-site training at your facilities, tailored to your specific needs. Additional charges apply.

Keep your team trained on your DATAMYTE solutions. You can earn free training based on the value of your SMA agreement:

\$1,000 - \$2,999 - 2 seats
\$3,000 - \$4,999 - 3 seats
\$5,000 - \$6,999 - 4 seats
\$7,000 - \$8,999 - 5 seats
\$9,000 - \$9,999 - 6 seats
\$10,000+ (inquire with Sales)

Consulting Services

One of the top challenges manufacturers face today is a lack of implementation support. Our consulting services focus on implementation, support, training, managed services and project management. We are staffed for à la carte support or dedicated teams that can be located on or offsite. Additional consulting service charges apply.



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USA
DATAMYTE, Inc. Global Headquarters
2800 Campus Drive, Suite 60
Plymouth, MN 55441
T: 800-455-4359 (toll free) T: 763-553-0455
F: 844-760-7232

Tech Support USA
Email: TechSupport@datamyte.com
800-455-4359
763-553-1040
7:30 AM - 4:30 PM CST
Monday - Friday

GENERAL INFORMATION
www.datamyte.com
Email: info@datamyte.com

PURCHASE ORDERS
Email: customerservice@datamyte.com