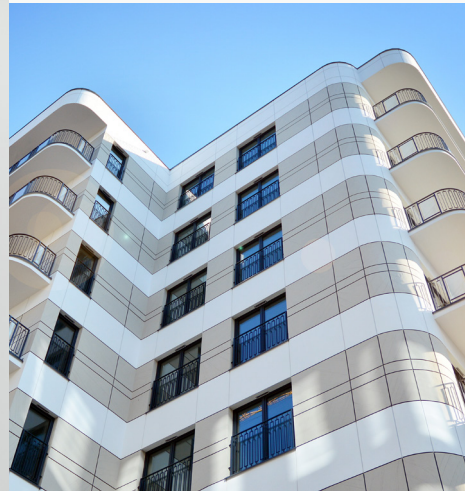


# Lodging Service Plans

Tailored to your needs



dormakaba Service Plans provide a local resource for service and maintenance, extending the life of your dormakaba access system. Choose the right service plan that will be part of your world class customer support program and offer you peace of mind.

Our service plan packages have been designed to help you maintain your electronic locking system on a fixed yearly budget and offer you more than just regular maintenance.

## Service Plan Options

Features	Standard	Gold Select	Platinum Select	Silver Elite	Gold Elite	Platinum Elite
	Standard Warranty			Extended Warranty		
Unlimited priority access to technical support hotline 24/7	No Priority	✓	✓	✓	✓	✓
Access to order desk	No Priority	✓	✓	✓	✓	✓
Access to Support Website with online training library		✓	✓	✓	✓	✓
Overnight emergency replacement of critical front desk hardware (freight included)		✓	✓		✓	✓
dormakaba annual software maintenance update & settings reconfiguration		✓	✓		✓	✓
Remote software re-installations			✓			✓
Unlimited repair on all guest and secured entry locks			✓			✓
Advanced replacement on door/elevator remote control components			✓			✓
Queue priority for product repairs			✓			✓
Ground freight prepaid on repaired products	✓		✓			✓
Discount to webstore for parts purchases		5%	10%		5%	10%

## Service Plan Bundle Options for Platinum Select/Platinum Elite Plans

Technical Support Additions	Pro	Premium	Premier
On-site preventative maintenance visits	Annually	Bi-Annually	Quarterly
Refresher technical maintenance training for designated personnel	✓	✓	✓
Updated firmware on M-Unit		✓	✓
Maintenance checklist with recommendations	✓	✓	✓
Repair and return (from receive date)	3 days	2 days	1 day
A la carte on-site support rates - half day/full day (volume can be built into annual contract)	\$950/\$1260	\$950/\$1260	\$950/\$1260

## Service Plan Bundle Options for Platinum Select/Platinum Elite Plans

Customer Success	Basic	Enterprise
Assigned Customer Success Manager	✓	✓
Quarterly webinars	Shared presentations, generalized content	Custom presentations, group content
Project launch support and planning	Bi-Weekly calls	Weekly calls property level and overview
Owner Specification Guide detailing installed products, maintenance and warranty details	✓	Custom roadmap
Executive business reviews	Bi-Annually	Quarterly
Touchpoints detailing: feature releases, best practices, and training tips	Monthly	Bi-Weekly custom group content