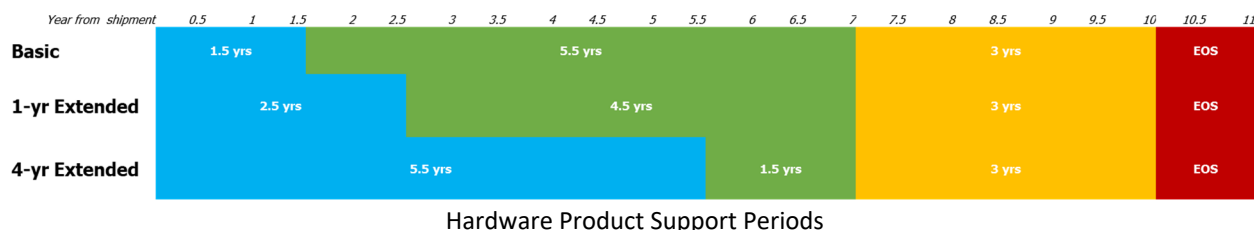


# Futurecom Hardware Support Lifecycle



Please note: The prices for flat rate repair as well as time and material repairs are subject to change without notice. It is Futurecom’s sole discretion to determine if a unit could be repaired.

## Years 0 – 7

**Hardware Warranty Period**  
 Futurecom repairs or replaces hardware and workmanship defects as defined in Commercial Warranty. \*

Standard hardware warranty covers the product for 18 months (1.5 years coverage). Optionally, 1-yr Extended (2.5 years coverage) and 4-yr Extended (5.5 years coverage) hardware warranties can be added at time of product purchase.

**Standard Support**  
 Standard Support is offered following the Hardware Warranty Period, up to year seven. Flat-rate and time and material hardware repairs available.

Flat Rate Repair\*\* \$699.99 USD  
 or  
 Time & Materials Evaluation\*\*\* \$499.00 USD

## Years 7 – 10

**Extended Support**  
 Time and material hardware repairs available at escalated pricing.

Time & Materials Evaluation\*\*\* \$699.99 USD  
 Flat Rate Repair NOT AVAILABLE

## After Year 10

**End of Support**  
 Best effort time and material repairs available at further escalated pricing based on material and resource availability. Please note, support is no longer offered on XTL products.

Time & Materials Evaluation\*\*\* \$849.99 USD  
 Flat Rate Repair NOT AVAILABLE

\*Unit(s) will be repaired under warranty, as long as it/they adheres to Futurecom's terms and conditions of sale, for more details please refer to the link below.

<https://www.futurecom.com/upl/downloads/terms-and-conditions/futurecom-terms-and-conditions-of-sale-ca-c8c4c7ec.pdf>

\*\*The flat rate repair cost does not include freight and or brokerage charges, please include a courier account number for the return shipment, or we could ship via prepaid and add it to the repair cost.

\*\*\*For time and materials, there is a minimum cost for evaluation (excluding taxes, freight and brokerage shipping charges). Should investigation determine repair cost exceeds the minimum, you will be provided with the firm price for the repair and asked to provide written confirmation before Futurecom proceeds. Please note, that the minimum repair costs are applicable regardless if you decide to proceed with full repairs or not, and regardless if Futurecom determines the unit cannot be repaired. It is Futurecom's sole discretion to determine if a unit could be repaired. If the repair costs (parts and labour) are not commercially economical to proceed, the unit will be deemed unrepairable, and the minimum evaluation fee will be applied.