



Customer Clock/Hardware Support Options

Effective 9/20/2016

	Clocks without Support	Basic Care (Clock SW)	Essential Care (SW & HDW)	Premier Care (All & Extras)
Reconfiguration (of clock software/setup)		Included	Included	Included
Troubleshooting (of clock software/setup)	\$100 per Clock per Incident	Included	Included	Included
New App Downloads (software updates)		Included	Included	Included
Repair/Replacement of defective physical hardware (excludes acts of God, abuse)	\$150 Bench Fee + Parts	\$150 Bench Fee + Parts	Included	Included
Shipping Charges	Customer Pays	Customer Pays	* Included	**Included
***Loaner Clocks	Rental (See Website \$\$)	Rental (See Website \$\$)	Rental (See Website \$\$)	***Included
Discounted replacement cost for acts of God/Abuse	No Discount	No Discount	No Discount	Included
Free Temporary use of essClocTrak	Rental (\$50 Setup Fee)	Rental (\$50 Setup Fee)	Rental (\$50 Setup Fee)	Included

*TimeTrak pays return shipping charges. Will use same shipping speed as when sent in.

**TimeTrak pays all shipping charges. If requested TimeTrak pays for overnight service.

***TimeTrak will provide temporary loaner clocks when available.