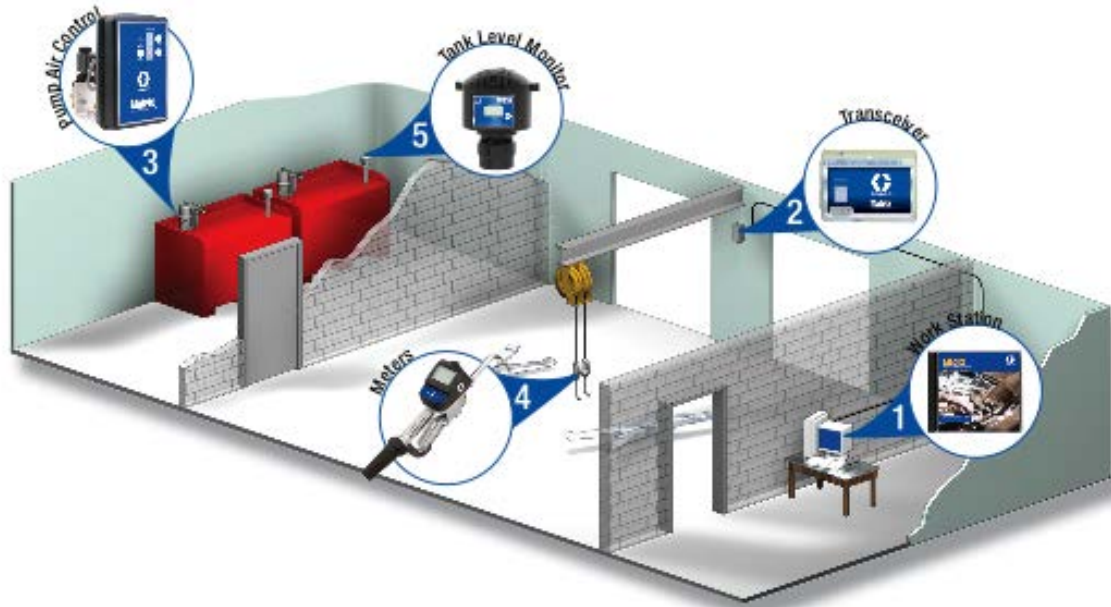


FESCO

Annual Support Contract Service Level Agreement



Annual Support Contract Holder Service Level Agreement (SLA)

FESCO is committed to providing our customers with superior support and customer care services. This SLA is meant to communicate our commitment and to define the scope of the services we provide as part of our Support Contract Offerings.

Scope

Services Included in Annual Support Contract

Remote Support – Telephone, Email, Remote Connect, and Web based support services in English.

Software Support – Remote support for Matrix software products by FESCO. Any software products purchased after the support contract start date, or not included in the original agreement can be added to a separate support contract or your current contract but are not supported until such time.

Computer Hardware and Peripheral Support – Remote support for hardware and peripheral products purchased for, and installed for the use of Graco Matrix Fluid Management. FESCO does not support third party products not purchased, installed or intended for Graco Matrix Fluid Management.

Networking Hardware – Remote support for networking hardware and peripheral products purchased for, and installed for the use of Graco Matrix Fluid Management. FESCO does not support third party products not purchased, installed or intended for Graco Matrix Fluid Management.

Priority Technician Call Back – Annual Support Contract Holders have priority call back over non-contract holders except in the case of Critical Priority calls where they are taken in the order received.

Discount training opportunities – Annual Support Contract Holders have priority reservations and discounted tuition for training courses offered by FESCO throughout the year. (Annual Online Webinar covering new features & overview of services that Matrix offers. Weblinks to Matrix Training videos)

Services NOT INCLUDED in the Annual Support Contract SLA*

Installation, Fix/Repair, Virus/Malware Eradication and Consulting Services – At the customer’s request, FESCO can schedule a certified technician to install or replace software, hardware and peripheral products purchased by client from FESCO, perform fix/repair services on hardware purchased from FESCO, or assist in Virus/Malware eradication. The scheduling of such services shall be on a best effort basis. Services are billed at OpSuite’s current hourly rate (one day minimum, plus travel and accommodations if requested On-Site). This is meant to include installation and consulting services for both new and existing hardware, software, and peripherals.

On Site Support and Maintenance – At the customer’s request, FESCO can dispatch a certified technician to sites to install software, hardware and peripheral products, or other services purchased by client from FESCO. The scheduling of such support and maintenance shall be on a best effort basis. Onsite support and maintenance is billed at FESCO’s current hourly rate plus any required parts as well as travel and accommodations.

Training – Training is offered to customers at FESCO offices, online or on-site where appropriate. For on-site training, scheduling will be done on a best effort basis. Travel and accommodations are the customers responsibility.

* This is not meant to be a complete list of service not included in the contract.

Customer Responsibilities

Account in Good Standing – Customer’s account must be kept in good standing at all times. Accounts that are past 30 days or more will go into a “no support” status until the customer’s account is brought up to date.

Direct Remote access to your computers – Annual Support Contract Holders will be responsible for insuring all computers covered are on the same network and communicating with each other allong with granting FESCO Remote access to each computer needed to install, add/remove programs and open ports for software communication.

Prompt, and Accurate Communications – Customer must promptly notify FESCO Support Department (see Contact Information below for support department phone numbers and email addresses) with clear and accurate information about any support issue. It is expected and required for the customer to be available while our qualified technicians install and sometimes analyze the issue to assist in resolution.

Prompt Response with Requested Information – Many support cases rely on additional information that is required from you, the customer. In this situation, it is very important that you be prompt in obtaining the required information and responding to the appropriate support individual or department quickly and accurately.

Contact Information

Contacting Support Department

Support Manager: Shawn Hoblit

Support Department Telephone: 1-800-488-5816

Email: shawn@flequipment.com