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Technical Support Policy

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DAQ Systems provides users with expert technical support for the lifetime of their system. Initially this support is free, unlimited and may include a training class. The intent of free start-up support is to get new users up-to-speed quickly with their systems and provide a good experience. It is not possible to provide free and unlimited support indefinitely -- at some point users will need to pay for support when the issue is not due to a bug in the system we supplied. From the user's viewpoint, the time saved more than covers the modest cost involved with a technical support contract. Without fee-based support, DAQ Systems would be assuming an unpaid and on-going operational role. No company can offer this level of support and still be profitable. We thank you in advance for your understanding!

FREE START-UP SUPPORT

DAQ Systems bundles several hours of free technical support with the system purchased (see quotation for the number of hours). DAQ Systems also offers free or discounted training classes for new users and as well as consulting services and on-site support. Queries stemming from system bugs or documentation shortcomings are not counted against the free support hours. After the free hours are expended, DAQ Systems reserves the right to charge for support. This occurs when the reported problem is not due to an error on our part but from a user's failure to understand the documentation or a problem involving a hardware or software we did not supply (the "line-of-demarcation" between equipment and software we supply and support).

Potentially billable queries are:

1. Problems caused by the user's LAN. The user's IT department is responsible for the LAN.
2. Bad file syntax causing an error. The user needs to understand file syntax by reading the appropriate manual.
3. Corrupted files. We are not responsible for corrupted files such as using the wrong protocol to download an executable, failure to create backup copies or damage to the operating system.
4. Earthworm, SUDS, MATLAB and other third-party support. The user needs to obtain third-party support from the organization that wrote the software.

5. Configuration of the system for the user's application (editing configuration files). The user is responsible for editing and testing all configuration files to support the intended application.
6. Instruction in the operating system and networking. Training in networking and operating systems is beyond the scope of free support.

Free support hours can be used for any purpose including the five areas described above but such queries are counted against the free support hours.

FREE SUPPORT GUIDELINES

- Send all queries to DAQ Systems (inquiry@daqsystems.com) even if you call us on the phone (email a filled-in RMA form).
- Discuss only a single issue per communication.
- Be prepared to document the problem with files and other information.
- Do not raise a tech support issue if you are busy with other matters.
- Maintain a professional tone in all email and phone communications.
- Acknowledge receipt of all technical support emails from us within three days. If we do not hear back within this time we will assume the problem has been solved.
- If you have an issue which will take time to resolve keep us informed at least once time per week as to the status or give us a date when action is scheduled.
- The problem must be re-creatable -- DAQ Systems needs to be able to reproduce the error. It is crucial that conditions that create the error be carefully documented.

DAQ Systems reserves the right to terminate free support if the user does not adhere to the above guidelines and to change these terms without notice.

LIFETIME PRODUCT SUPPORT

First Year. See warranty. Hardware failures are covered only for the first year.

Next Four Years. DAQ Systems will repair at no charge or offer a reasonable alternative for any software bug or fundamental flaw in the system, which makes the system unusable.

Following Years. DAQ Systems will offer a reasonable, cost-effective alternative at a discounted rate for any software bug or fundamental flaw in the system, which would make the system unusable.

FEE BASED SUPPORT

- When free support is expended DAQ Systems offers fee-based support
 - Engineering. \$145 per hour, 4 hour minimum. Software, hardware, networking, operating systems, engineering studies, training, third party support, market surveys.
 - Hardware. \$75 per hour, 3 hour minimum. Hardware upgrades, repairs, calibration and testing.
 - Admin. \$45 per hour, 2 hour minimum. Shipping and export documents, Letter-of-Credit, document preparation.

- The majority of reported bugs are configuration errors, network or other computer problems. DAQ Systems may require a payment means (support contract) to be in place before we start work on the reported error. If the error is in our hardware, software or documentation no charge is incurred.