

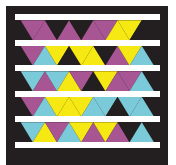
simplifying **SUPPORT**

Total Peace of Mind



GeoShack Landfill Support Program

- Unlimited telephone support.
- 3 days on-site training. (additional training provided at no charge)
- Unlimited on-site field support.
- Loaner components of defective or damaged equipment if repair or replacement cannot be provided within 48 hours from the time of determined problem.
- No Charge on GeoShack University.
- No charge for travel time and mileage within 100 miles of our GeoShack facilities.
- No charge for on-site labor for diagnosis of problem.
- No charge for on-site labor for removal and installation of defective or damaged components.
- No charge for repair of defective components covered under the manufacturer's standard or extended (if applicable) warranty. Any damage caused by misuse or abuse is not covered by this agreement. Component repair or replacement is at the customer's expense and our current labor rates will apply.
- GeoShack will conduct at the customer's option, a one-day advanced seminar for office and/or field personnel. It is recommended that this seminar be held at least 90 days after the initial use of the system.
- Access to GeoShack Web Training.
- 10% Discount on GeoShack Data Preparation.
- 10% Discount on GeoNet subscriptions.
- Annual 21 point machine inspection (Firmware, calibrations). Performed in the last month of the current support agreement.



HOW CAN WE HELP YOU?

888-436-0411

www.geoshacksupport.com