

# EMIT

3651 WALNUT AVENUE, CHINO, CA 91710 • PHONE (909) 664-9980 • EMAIL [Service@DescoEMIT.com](mailto:Service@DescoEMIT.com)

## Annual TEAM5 Software Support Agreement



EMIT's annual software support agreement offers a support option that is a valuable extension of our quality service designed for users who see the value in having an existing maintenance program in case of any questions or problems.

The agreement is offered at an annual fee that covers the TEAM5 and TEAM5 Enterprise software. The annual fee varies and is based upon the type of software in use.

The annual software support agreement includes:

### 1 year of unlimited technical support:

- Software support via Email, Phone and Online (GoToMeeting)
- Software installation, database and Ethernet setup
- Software training and troubleshooting
- Software updates and new features

We recommend purchasing the annual support agreement to avoid hourly technical support. Telephone or e-mail technical support is available for customers without an agreement at a rate of \$250 per incident for TEAM5 and \$750 per incident for TEAM5 Enterprise with a one hour minimum charge.

The TEAM5 and TEAM5 Enterprise software includes an annual support with the initial purchase of the software and begins on the date the system is shipped. The support covers all the services listed in the above annual support agreement.

Help is also provided via the user manual which is located within the software. We also offer a Technical Support FAQ document that is available on the [emit.descoindustries.com](http://emit.descoindustries.com) website.

Please contact the EMIT factory for a written quote on a software support agreement and/or for EMIT products:

**EMIT**  
3651 Walnut Ave  
Chino, CA 91710  
Customer Service Phone: (909) 664-9980  
Email: [Service@DescoEMIT.com](mailto:Service@DescoEMIT.com)