



# M3000 Self-Service Terminal Service Options

## Protect Your Investment With A Service Plan

<p><b>PLATINUM LEVEL</b></p> <p>Annual Fee <b>\$1,695</b></p>	<p><b>Client Telephone Support</b></p> <ul style="list-style-type: none"> <li>· 24 x 7 Telephone Technical Support - no charge</li> </ul> <p><b>Parts</b></p> <ul style="list-style-type: none"> <li>· No charge for parts exchange + prepaid outbound ground freight <sup>(1)</sup></li> </ul> <p><b>Full replacement lightning protection</b></p> <ul style="list-style-type: none"> <li>· Parts replacement for damages if terminal is equipped with QT's optional AC line Surge Protection<sup>(2)</sup></li> </ul>	<p><b>Software Upgrades</b></p> <ul style="list-style-type: none"> <li>· No Charge on Release</li> </ul>
<p><b>GOLD LEVEL</b></p> <p>Annual Fee <b>\$1,095</b></p>	<p><b>Client Telephone Support</b></p> <ul style="list-style-type: none"> <li>· 24 x 7 Telephone Technical Support - no charge</li> </ul> <p><b>Parts</b></p> <ul style="list-style-type: none"> <li>· 40% Discount on service parts or exchanges <sup>(3)</sup></li> <li>· Prepaid outbound ground freight <sup>(1)</sup></li> </ul>	<p><b>Software Upgrades</b></p> <ul style="list-style-type: none"> <li>· No Charge on Release</li> </ul>
<p><b>SILVER LEVEL</b></p> <p>Annual Fee <b>\$695</b></p>	<p><b>Client Telephone Support</b></p> <ul style="list-style-type: none"> <li>· Available Mon. - Fri. 7:30 am - 6 pm MST - no charge</li> <li>· After hours \$180/hour - with 1 hour minimum</li> </ul> <p><b>Parts</b></p> <ul style="list-style-type: none"> <li>· 25% Discount on service parts or exchanges <sup>(3)</sup></li> <li>· Customer responsible for freight</li> </ul>	<p><b>Software Upgrades</b></p> <ul style="list-style-type: none"> <li>· Available at Full Retail Price (\$945)</li> </ul>
<p><b>NO PROTECTION PLAN</b></p>	<p><b>Client Telephone Support</b></p> <ul style="list-style-type: none"> <li>· \$180/hour - with 1 hour minimum</li> <li>· Mon. - Fri. 7:30 am - 6 pm MST only</li> </ul> <p><b>Parts</b></p> <ul style="list-style-type: none"> <li>· Retail pricing</li> <li>· Customer responsible for freight</li> </ul>	<p><b>Software Upgrades</b></p> <ul style="list-style-type: none"> <li>· Available at Full Retail Price (\$945)</li> </ul>

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**Notes:**

- 1) Requests for overnight shipping will incur shipping charges.
- 2) Any other required electrical repairs caused by lightning damage are the client's responsibility.
- 3) Discount on service parts does not include proprietary cards, receipt paper, or accessory items.  
Any other required electrical repairs caused by lightning damage are the client's responsibility.