

Technology Equipment and Software Service Rates

Fall of 2015 thru 2016

◆ Standard Service Calls - 8/5/NBD

Minimum Standard Onsite Service Call Charge (includes first 60 minutes onsite)	\$150.00
Billable Hourly Onsite Rate after first 60 minutes (billed in 15 minute increments)	\$95.00
Minimum Remote Service Call Charge (includes first 30 minutes remote)	\$45.00
Billable Hourly Remote Rate after first 60 minutes (billed in 15 minute increments)	\$90.00

Service usually within 8 hours of request sent to our CSR team - 8/5/NBD (8 hours per day, 5 days per week except holidays, Next Business Day)

◆ Premium Service Calls for non-PMC customers - 24/7/365 (only provided to established customers)

Minimum Premium Service Call Charge (90 minute minimum - portal to portal)	\$240.00
Billable Hourly Rate after first 90 minutes (billed in 15 minute increments)	\$160.00
Minimum Remote Premium Service Call Charge (includes first 60 minutes remote)	\$150.00
Billable Hourly Remote Rate after first 60 minutes (billed in 15 minute increments)	\$150.00

(PMC = Preventative Maintenance Contract for Technology Equipment being serviced)

◆ Premium Service Calls for PMC customers - 24/7/365 (only provided to established customers)

Minimum Premium Service Call Charge (90 minute minimum - portal to portal)	\$217.50
Billable Hourly Rate after first 90 minutes (billed in 15 minute increments)	\$145.00
Minimum Remote Premium Service Call Charge (includes first 60 minutes remote)	\$135.00
Billable Hourly Remote Rate after first 60 minutes (billed in 15 minute increments)	\$135.00

(PMC = Preventative Maintenance Contract for Technology Equipment being serviced)

Premium service provided within 4 hours of a request received by our CSR team or on call technician (all calls are billable portal to portal)

◆ Access Control and Telephone Entry Systems Remote Programming Service

Remote Programming Service for Non-PMC Customers	\$75.00
Remote Programming Service for PMC Customers	\$45.00

(Includes programming up to 8 times per month and only billable for months the service is utilized - programming computer has redundant backups)

◆ Service Call Contact Information:

Standard Normal Business Hours Requests (8:00 a.m. to 4:30 p.m.) Via e-mail:	service@californiagate.com
Standard Normal Business Hours Requests (8:00 a.m. to 4:30 p.m.) Via Phone:	(714) 632-8882
Premium After Business Hours Requests (8:00 a.m. to 4:30 p.m.) Via Phone:	(714) 263-6100

Service Call Notes and Disclaimers:

Automated Gate Systems are hazardous and implementation of all UL325 and ASTM F2200 current safety recommendations are the responsibility of the customer.

It is customer's responsibility to request information regarding UL325 and ASTM F2200 safety standards documentation.

Service Call maintenance and repairs do NOT deflect liability of customer's surveillance or access control systems onto California Gate and Entry Systems

Service Call Rates noted above do NOT include the price for parts required to complete a service call repair.

Service Vehicles contain an inventory of the most commonly utilized maintenance parts but some repairs will require a formal quote and return trip.

Service technician will request approval for the installation of parts required unless a pre-approval value has been provided as part of work order.

*Note: If technician is unable to make contact to gain approval for the installation of parts an additional **BILLABLE** service call trip may be required for repairs.*

Customer is responsible to clearly and completely describe the locations and problems being experienced for the "service request" to ensure proper service.

Remote Service of Network, Computers, Software, CCTV and Access Control Systems requires our TeamViewer agent on a PC inside the customer' network.

New Residential Customers are required to pre-pay the minimum service call rate by credit card before a technician is dispatched.

PMC Customers receive the following discounts for additional service calls and parts: Monthly PMC = 15% discount & Bi-Monthly PMC = 10% discount.

Request a PMC quote if interested in a Preventative Maintenance Contract - not an extended warranty. Can be cancelled with 30 day notice at anytime.

Service Call Response times are based on a "best effort" basis and California Gate and Entry Systems assumes no liability for longer response times.

See California Gate and Entry Systems website listed below for standard service and installation disclaimer page for complete list of disclaimer.

In Consideration of Minimizing Service Call Costs for our Customers, our Technicians Follow the Procedures Listed Below:

Service Calls include inspection and repairs only to resolve the problem reported by the customer's "service request" and no preventative maintenance efforts.

Service Calls include inspection and repairs only for the specific location reported by the customer's "service request" and no other locations unless specified.

Service Technicians are specifically focused on problem solving and PMC technicians are trained specifically for preventative maintenance.