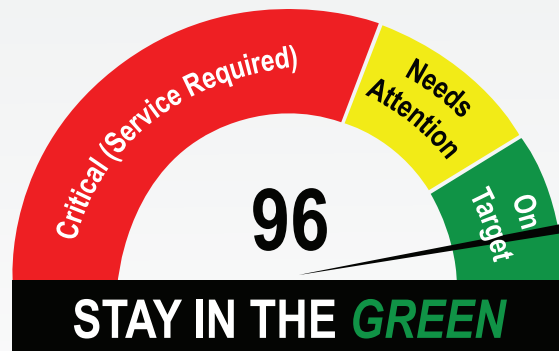


## HELP ALERT / ExacTrack Protection Plans

### STAY SECURE, LONG AFTER YOUR PURCHASE

Protecting your investment is an important aspect of increasing the longevity of your HELP ALERT®/EXACTRACK® system and keeping those inside your facility safe. An effective maintenance program helps you accomplish the following:

- Lower your total cost of ownership over time
- Optimize system performance and reliability
- Reduce risk and reliability exposure
- Minimize unbudgeted service and repair costs



## HELPMWATCH Daily Assisted System Monitoring

RFT will provide daily (Monday-Friday) remote monitoring of the HELP ALERT system to help keep it performing optimally and to help ensure it functions properly when it matters most. HELPMWATCH monitoring enables timely detection of system faults, device communication failures and other issues that may affect system performance.

### Remote Monitoring Services include dedicated monitoring of:

- System Hardware Health
- System Communications Health

### This allows:

- Timely detection of system faults and device communication issues
- Remote diagnosis and analysis of problems
- Proactive notification and intervention when abnormal conditions are detected

### HELPMWATCH Daily Monitoring + Onsite Inspection Service

- Annual onsite functional system inspection and recertification
- Annual onsite user training



*Better Protection Starts with*

**HELPMWATCH**  
*Daily System Monitoring*

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3125 North 126th Street, Brookfield, WI 53005 USA  
phone: 800.669.9946 fax: 262.790.1784

[www.rft.com](http://www.rft.com)

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# HELP ALERT® | EXACTRACK® Protection Plans



## Protection Plans help you get the most out of your system:

- Maximize safety and security
- Optimize system performance and uptime
- Extend system life and reliability
- Reduce/eliminate emergency service calls
- Predict and budget your maintenance costs

### Protection Plans

RF Technologies (RFT) offers three levels of HELP ALERT / EXACTRACK protection and system confidence. From built-in, value-added 24x7 phone support to regular remote system monitoring with annual onsite inspection:

- **BRONZE:** Base protection package with Level 1 and Level 2 phone support (included with HELP ALERT system purchase)
- **SILVER:** Extended protection with HELPWATCH™ Daily Assisted System Monitoring
- **GOLD:** Full-circle protection with HELPWATCH, annual onsite system inspection and system recertification

We understand that with life safety solutions, there are no do-overs. Your system needs to work when called upon. That's why we created HELPWATCH. Now you can have the added confidence of knowing your system is being monitored for good health and optimal performance – when it matters most.

### Protection Plan Benefits

| Protection Plan Benefits  | BRONZE | HELPWATCH |      |
|---|--------|-----------|------|
|   |        | SILVER    | GOLD |
| 24/7/365 Level 1 and 2 telephone support  | ✓      | ✓         | ✓    |
| Annual software maintenance updates/upgrades*   | ✓      | ✓         | ✓    |
| HELPWATCH Daily Assisted System Monitoring  |        | ✓         | ✓    |
| 1-hour remote “best practices” training for ongoing system management and maintenance |        | ✓         | ✓    |
| Actionable monthly system health reports  |        | ✓         | ✓    |
| Annual onsite functional system inspection  |        |           | ✓    |
| Annual onsite system recertification  |        |           | ✓    |
| Annual onsite user training   |        |           | ✓    |
| Discounted on-site repair labor   |        | 10%       | 15%  |
| Discounted replacement parts  |        | 10%       | 15%  |

*\*To the highest level allowed by server hardware and operating system*