

# Technical Support Policy

Effective: November 25, 2019

## Overview

Card Concepts Inc. provides remote technical support for both LaundryCard and FasCard products to store owners and authorized distributors. Technical support is not provided for the end-user laundry customer and all such inquiries should be directed to store management. This page is intended to guide the user through the technical support process.

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## Support Hours and Contact Information

Technical support is provided Monday - Saturday 8am - 7pm CST. After hours emergency support is available based upon the criteria provided in the product sections, below. Support can be reached at 630-930-5115.

### After Hours Support Procedure

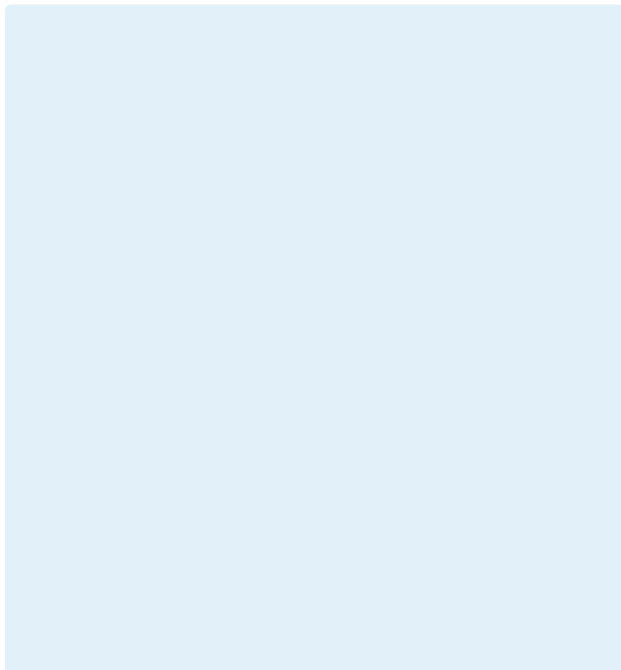
After hours support calls will be forwarded to voicemail. Please comply with instructions contained within the voicemail message regarding store identification and issue description to ensure prompt and appropriate service. Calls are typically returned in the order in which they are received, but high call volume may result in support requests being addressed by severity.

### Information Required by Technical Support

1. Store number
2. Problem description and duration
  - a. Is this a new problem on previously working equipment?
  - b. Has this problem existed since equipment was installed?
3. Machine model number(s) for affected laundry equipment, if applicable.
4. Any steps user may have already taken to attempt repair/resolution.

### Warranty Information

Information on warranty part replacement can be found within the [Warranty and Return Policy](#) page.



Card Concepts Inc. provides a 2 year support contract with all new systems. After the initial 2 year period, annual support renewal options are available. See the chart below for a description of our renewal plans. Support contract renewal can be performed over the phone with any major credit card by contacting Technical Support. Customers without a current support contract will be asked to pay before support services are rendered at a cost of \$250 per incident (\$350 for After Hours support).

Owners with multiple LaundryCard stores receive the following contract discounts (discounts are not applied to per-incident support for out of contract owners):

## SLA Plan Options



Card Concepts Inc. provides technical support (English only) for FasCard products as part of the monthly hosting fee, subject to the following guidelines:

### FasCard: Standard Business Hours Support

1. Initial system equipment purchased through CCI or Distributor.
2. Replacement system equipment purchased through CCI or Distributor.
3. CCI recommended system configurations.

### FasCard: After Hours Emergency Support

After hours support is only available under the following circumstances:

1. 50-100% of card readers are non-functional.
2. All payment systems are non-functional.

### Non-Emergency Examples:

The following examples illustrate issues that must be resolved during standard business hours.

- A few card readers non-functional.
- Any issue with an individual customer card.
- Any machine configuration changes must be conducted during standard business hours.
- Any issue not significantly impacting overall success of business.

Number of Stores	Option 1 Annual ACH with Auto-Renewal	Option 2 Annual Contract Paid Monthly ACH with Auto-Renewal	Option 3 Annual Self-Renewal via Credit Card
1 Store	\$600 per store	\$65 per month (\$780 per year)	1+ Stores - \$800
2 Stores	\$500 per store	\$63 per month (\$756 per year)	N/A
3 Stores	\$400 per store	\$61 per month (\$732 per year)	N/A
4+ Stores	\$300 per store	\$59 per month (\$708 per year)	N/A

<b>Out of Contract Support</b>	<b>Description</b>
Support Incidents fees	<ul style="list-style-type: none"> <li>• Normal business hours: \$250</li> <li>• After business hours: \$350</li> </ul>
<b>New policy - Reinstatement Fee</b>	<p>If a store falls out of contract there will be a \$100 reinstatement fee added to whichever SLA plan they choose.</p> <p><b><u>Example - 1 Store:</u></b></p> <p>Call during normal business hours - Pay \$250 fee for incident and \$100 reinstatement fee added to \$600 SLA option = \$950 total.</p> <p><b>Applies only to Options 1 and 3 Annual renewal plans</b></p>

Card Concepts Inc. provides technical support (English only) for LaundryCard products subject to the following guidelines:

**LaundryCard: Standard Business Hours Support**

**Current Support Contract:**

Card Concepts Inc. provides technical support to authorized Distributors regardless of customer contract status. After Hours Emergency Support guidelines still apply.

1. Initial system equipment purchased through CCI or Distributor.
2. Replacement system equipment purchased through CCI or Distributor.
3. CCI recommended system configurations.

**Not Supported:**

1. Systems and software officially marked 'End of Support'.
2. Replacement system equipment purchased outside of CCI or Distributor.
3. Non-standard system configurations without prior agreement.

**Lapsed Support Contract:**

1. Replacement system equipment purchased through CCI or Distributor for duration of replacement.

## LaundryCard: After Hours Emergency Support

After hours support is only available under the following circumstances:

1. Both X-Changers are non-functional.
2. 50-100% of card readers are non-functional.
3. All payment systems are non-functional.
4. POS non-functional in POS dependent location.

**Non-Emergency Examples:**

The following examples illustrate issues that must be resolved during standard business hours.

- A few card readers non-functional.
- Bill acceptor on one X-Changer non-functional.
- Any issue with an individual customer card.
- Any machine configuration changes must be conducted during standard business hours.
- Any issue not significantly impacting overall success of business.

## LaundryCard: End of Support Systems and Equipment

Systems and equipment marked 'End of Support' have reached the end of their life cycle and are not eligible for technical support.

<b>Product Name</b>	<b>End of Support Date</b>
LaundryCard Version 5	01 Jan 2017
LaundryCard Version 6	01 Jan 2017
<a href="#">LaundryCard Legacy Hardware</a>	10 Jul 2018
LaundryCard Version 7	23 Jun 2020