

**General Services Administration
Federal Supply Service
Authorized Federal Supply Service Price List**

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage!™, a menu-driven database system. The INTERNET address for GSA Advantage!™ is: <http://www.GSAAdvantage.gov>.

**Federal Supply Schedule Contract for:
SCHEDULE o84 – Total Solutions for Law Enforcement, Security,
Facility Management Systems, Fire, Rescue, Special Purpose Clothing,
Marine Craft and Emergency/Disaster Response**

**FSC Group 63
Alarm and Signal Systems/Facility Management Systems, Professional Security/
Facility Management Services, and Guard Services**

246-35(1)	Door Entry Control by Card, Magnetic, etc.
246-35(2)	Door Entry by Touch, Dial, Digital, Keyboard/Pad
246-42(1)	Facility Management Systems (Security Functions)
246-43	Perimeter Security/Detection Systems, Fences, Sensors, etc.
246-50	Ancillary Services
246-51	Installation Requiring Construction
246-52	Professional Security/Facility Management Services
246-60(1)	Security Systems Integration and Design Services
246-60(2)	Convergence Security Management and Support Services
246-60(3)	Convergence Security System Life Cycle Support Services

CONTRACT NUMBER: GS-07F-9192S

Mod A001 dated November 1, 2006
Mod A002 dated April 19, 2007
Mod A003 dated August 14, 2007
Mod A004 dated June 25, 2008
Mod FX60 for Cooperative Purchasing dated October 24, 2008
Mod PO-0014 dated March 8, 2010
Mod PO-0016 dated June 4, 2010

CONTRACT PERIOD: November 1, 2005 – October 31, 2010

CONTRACTOR:

Adesta, LLC
A G4S Technology Company
1200 Landmark Center, Suite 1300
Omaha, NE 68102-1892
Tel: 402-233-7700
Fax: 402-233-7582
Email: kkirschner@adestagroup.com
Website: www.adestagroup.com

CONTRACTOR'S ADMINISTRATION SOURCE:

Kathleen Kirschner, Director of Contracts
Address: SAME AS CONTRACTOR

BUSINESS SIZE: Large Business Concern

For more information on ordering from the Federal Supply Schedules,
click on the FSS Schedules button at www.fss.gsa.gov.

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CUSTOMER INFORMATION:

1a. AWARDED SPECIAL ITEM NUMBERS (SINs)

SIN	DESCRIPTION
246-35(1)	Door Entry Control by Card, Magnetic, etc.
246-35(2)	Door Entry by Touch, Dial, Digital, Keyboard/Pad
246-42(1)	Facility Management Systems (Security Functions)
246-43	Perimeter Security/Detection Systems, Fences, Sensors, etc.

246-50: Ancillary Services

Includes, but is not limited to: services necessary to install the system (from design through start-up), maintain the system (including maintenance agreements, which may not exceed the term of this contract), or training.

Ancillary Service excludes:

- Construction (construction is defined as alteration, or repair of buildings, structures, or other real property)
- Architectural Engineering Services (A&E) under the Brooks Architect-Engineers Act as stated in Federal Acquisition Regulation (FAR) Part 36. These services shall be ordered only in accordance with Part 36 and agency procedures and shall not be included on a GSA contract order as an open market item.
- Personal Services
- Stand-alone services which are applicable to the Service Contract Act (SCA).

Contractors are responsible for the following when performing services under this SIN:

- Contractors may subcontract any ancillary services ordered under this Special Item Number, unless specifically prohibited by the contracting officer issuing the order against the Multiple Award Schedule contract.
- Contractors are responsible for insuring that the scope of work is completed and all warranties are honored.
- Subcontractors must be licensed and bonded, as applicable.
- Compliance with all local laws, regulations, and ordinances are the responsibility of the prime contractor.
- The prime contractor shall accept full responsibility and liability for all work performed by subcontractors, at any level or tier.
- The Government reserves the right to apply liquidated damages whenever the required delivery date is not met.
- Contractors are required to maintain insurance in accordance with Clause 52.228-5, Insurance - Work on a Government Installation.
- Agencies' Scope of Work will inform the Contractor of the required insurance amounts. Clause 52.228-5 is made part of this contract by reference.
- The contracting officer for the ordering agency may insert any agency unique requirements for the job, including employee suitability determination requirements (security checks), into the scope of work.
- Contractor quotations shall specifically detail all products and services with the contract price and provide a single price for services.

The ordering agency is responsible for:

- Defining and issuing the statement of work for ancillary services. Accurate definition of the scope and

statement of work is essential to facilitate realistic quotations. The statement of work shall also inform the contractor of any applicable insurance requirements.

- Ordering agencies shall obtain pricing information from the schedule contractors, and will negotiate for ancillary services on an order-by-order basis, based on complexity and level of effort. Ancillary services shall be priced as separate line items on each order.
- Pricing of services has been determined fair and reasonable by GSA. However, ordering agencies shall make a determination that the total price is fair and reasonable based on the level of effort and the mix of labor proposed.
- Ordering agencies will comply with all appropriation laws and ensure that the correct types of funds are obligated on each order.

Reference FAR 8.4 for an explanation of ordering procedures used when purchasing through a Multiple Award Schedule contract.

OFFERERS MAY ONLY OFFER THIS SPECIAL ITEM NUMBER IN CONJUNCTION WITH SYSTEMS OFFERED UNDER THIS SCHEDULE. THE PRINCIPAL PURPOSE OF THIS SCHEDULE IS FOR THE PURCHASE OF ALARM AND SIGNAL SYSTEMS/FACILITY MANAGEMENT SYSTEMS.

246-51: Installation Requiring Construction:

Includes: Installation which requires construction.

Note: Ancillary services involving installation, which do not meet the definition of construction as defined in FAR 2.101, shall be covered under SIN 246-50.

Note: This SIN specifically EXCLUDES Architectural Engineering Services (A&E) under the Brooks Architect-Engineers Act as stated in Federal Acquisition Regulation (FAR) Part 36. These services shall be ordered only in accordance with Part 36 and agency procedures, and shall not be included on a contract order as an open market item.

Contractors are responsible for the following when performing services under this SIN:

- Contractors must comply with Construction Clauses and Davis-Bacon Regulations. The clauses shown in Appendix 1 to Attachment 3 of the GSA solicitation will apply to agency orders placed against the schedule contract.
- Compliance with all local laws, regulations and ordinances are the responsibility of the GSA prime contractor. The prime contractor shall accept full responsibility and liability for all work performed by subcontractors under a resultant contract.
- Contractors shall review the statement of work issued by the ordering agency and provide a separate quote for services to be performed under this SIN based on the ordering agency's requirements. Should the contractor not be able to meet requirement(s) in the statement of work, the contractor's quote must specifically identify the items which have not been included in the quoted price.
- Contractors must provide bonding and insurance as required by the ordering agency's statement of work.
- Contractors may serve as a prime contractor and subcontract any services, including installation or site preparation, unless specifically prohibited by the ordering contracting officer. Subcontractors must comply with any licensing and bonding requirements specified in the statement of work.
- The contractor shall be responsible, accountable and liable for all work performed, including work performed by subcontractors (at all tiers), and for ensuring the work performed is completed in accordance with the ordering agency's statement of work.
- The contractor shall ensure all warranties are honored. All construction work must be guaranteed for any

defect in workmanship and materials.

- The Government reserves the right to apply liquidated damages whenever the required delivery is not met in accordance with clause 52.211-12, Liquidated Damages - Construction.

When placing orders for services under this SIN, Ordering Agencies shall follow the procedures at FAR 8.405. The ordering agency is responsible for:

- Complying with all Federal Appropriation Laws and ensuring the correct types of funds are obligated on the order.
- When construction, alteration or repair of public buildings or public works is to be performed under this SIN, Ordering Agencies must comply and ensure contractor compliance with the Construction Clauses and Davis-Bacon Regulations. See Appendix 1 of the GSA solicitation for a complete listing of the FAR and GSAM Clauses incorporated by reference for all schedule contractors awarded this SIN. Ordering agencies shall utilize these clauses as a guideline and shall incorporate the applicable clauses into the statement of work for orders issued against the Federal Supply Schedule contract. The ordering agency is responsible for including the most current version of these clauses and any other applicable clauses into the order. Clauses which require “fill-ins” shall be completed by the ordering agency. Any agency specific clauses which may apply based on agency regulation or requirement shall be incorporated in the agency task order.
- Defining and issuing the statement of work for services, including installation and site preparation. It is essential that the ordering agency’s statement of work includes an accurate description of the work requirement to facilitate realistic quotations.
- The statement of work shall clearly inform the contractor of all bonding requirements and any required insurance amounts.
- The ordering agency will provide the local Davis-Bacon wage rates to contractors. Applicable wage determinations will be incorporated into the statement of work and resulting task order.
- Reviewing quotations from schedule contractors to ensure the work proposed meets the statement of work requirements. The ordering agency should request the contractor to submit fixed price quotes to perform the services.
- The ordering agency shall evaluate all responses received using the evaluation criteria provided to the schedule contractors. The ordering agency is responsible for considering the level of effort and the mix of labor proposed to perform a specific task being ordered, and for determining that the total price is reasonable.
- Performance clauses shall be modified for each job by the ordering agency.
- Administration of orders issued under this Special Item Number.
- All orders and payments must be made to the schedule contractor or their designee. Example: A contractor may designate a participating dealer to receive payment.

OFFERERS MAY ONLY OFFER THIS SPECIAL ITEM NUMBER IN CONJUNCTION WITH SYSTEMS OFFERED UNDER THIS SCHEDULE. THE PRINCIPAL PURPOSE OF THIS SCHEDULE IS FOR THE PURCHASE OF ALARM AND SIGNAL SYSTEMS/FACILITY MANAGEMENT SYSTEMS.

SIN 246-52: Professional Security/Facility Management Services, and SIN 246-60 (1-4) - Security Convergence Services

Includes, but is not limited to:

SIN 246-52: Security Consulting/Training and Facility Management Services Professional Services offered under this SIN shall be for the support of security systems (including access control, intrusion alarms, fire alarm

systems, etc.) and Facility Management Systems (including security and energy management) only. Excludes personal services.

SIN 246-60-1: Security Systems Integration and Design Services. Services involving the security integration and/or management discipline which supports security products or systems through their life cycle. Security systems integration and design services may include, but are not limited to those associated with the design, test, production, fielding, sustainment, improvement of cost effective security and/or protection systems including the eventual disposal or salvage of these systems. Services may include studies and analysis such as - risk assessment, threat evaluation, and assessment (including resultant deliverables). Contractors may provide security or protection expertise in the pre-production or design phase of security or protection systems to ensure that the system can be supported through its life-cycle and that the infrastructure elements necessary for operational support are identified and acquired. These services may continue through the life cycle of the system or product and may include guidance, assistance and/or operational support. This includes all necessary security management elements.

SIN 246-60-2: Convergence Security Management and Support Services. Services providing the best practices, technologies and methodologies to plan, design, manage, operate and maintain secure and protected systems, equipment, facilities and infrastructures. Agency orders may include complete turnkey operations, maintenance and support services, or components thereof as needed to ensure secure and protected systems involving personnel security, physical access, and information security, and reduce life cycle costs. Contractor personnel carrying out these activities, to include management and operating staffs, are not involved with or responsible for the core business of the customer agency placing the order.

SIN 246-60-3: Convergence Security System Life Cycle Support. Services providing for design, coding, integration, testing, deploying, repair and maintenance of integrated security systems, and training across all platforms, enterprise wide, for the complete life cycle of the system.

Tasks for these and related services may be ordered. Orders shall be placed in accordance with FAR 8.4-Federal Supply Schedules.

Prime contractors may subcontract services ordered under this Special Item Number unless specifically prohibited by the contracting officer issuing the delivery order against this Multiple Award Schedule contract. The prime contractor shall be responsible, accountable, and liable for all work performed by any subcontractor, level, or tier.

1b. LOWEST PRICED MODEL NUMBER AND PRICE PER SIN:

(These prices are the Government net prices based on a unit of one.)

SIN 246-35(1)	Model PVC-MSC - Plain White PVC Card, with High Coercivity Stripe	\$0.79
SIN 246-35(2)	Model 34X-XFR - Transformer, 120 vac-to-24 vac	\$30.67
SIN 246-42(1)	Model DV200-SG-SATA - Additional 200 GB Serial ATA Drive	\$170.67
SIN 246-43	Model 26A1010 - Cable Ties	\$0.06
SIN 246-50	CADD Technician I	\$38.00/hr.
SIN 246-51	CADD Technician I	\$38.00/hr.
SIN 246-52	Security Engineer	\$57.00/hr.
SIN 246-60(1)	Security Engineer	\$57.00/hr.
SIN 246-60(2)	CADD Technician I	\$38.00/hr.
SIN 246-60(3)	CADD Technician I	\$38.00/hr.

2. MAXIMUM ORDER PER SIN*:

SIN 246-35(1)	\$100,000
SIN 246-35(2)	\$100,000
SIN 246-42(1)	\$150,000
SIN 246-43	\$100,000
SIN 246-50	\$200,000
SIN 246-51	\$200,000
SIN 246-52	\$200,000
SIN 246-60(1)	\$1,000,000
SIN 246-60(2)	\$1,000,000
SIN 246-60(3)	\$500,000

*If the best value selection places your order over the Maximum Order identified in this catalog/pricelist, you have an opportunity to obtain a better schedule contract price. Before placing your order, contact the aforementioned contractor for a better price. The contractor may (1) offer a new lower price, (2) offer the lowest price available under this contract, or (3) decline the order within five (5) days. In accordance with the Maximum Order provisions contained in the Schedule, a delivery order may be placed against the Schedule contract even though it exceeds the maximum order.

3. MINIMUM ORDER LIMITATION: \$100.00

4. GEOGRAPHIC COVERAGE: Domestic, 50 United States, Washington D.C., Puerto Rico, and U.S. Territories

5. POINTS OF PRODUCTION:

Allegheny County, Pittsburgh, PA	Santa Clara County, Campbell, CA
Hartford County, Forestville, CT	Santa Clara County, San Jose, CA
Hennepin County, Minneapolis, MN	Singapore
Travis County, Austin, TX	Jefferson County, Golden, CO
Ventura County, Simi Valley, CA	Korea
Los Angeles County, Los Angeles, CA	Juarez, Mexico
Madison County, Huntsville, AL	Mississauga, Ontario, Canada
Maricopa County, Tempe, AZ	Swindon, United Kingdom
Marion County, Indianapolis, IN	Tewkesbury, United Kingdom
Monroe County, Pittsford, NY	Tijuana, Mexico
New Haven County, North Haven, CT	Vaulx-En-Velen, France
Onondaga County, Skaneateles, NY	Weymouth, United Kingdom
Wiesbaden, Germany	Zurich, Switzerland
Orange County, Irvine, CA	Salt Lake County, Salt Lake City, UT

6. DISCOUNT FROM LIST PRICES: Prices shown herein are net (discount deducted).

7. QUANTITY DISCOUNTS: None

8. PROMPT PAYMENT TERMS: Net 30 days

9a. Government Purchase Cards are accepted at or below the micro-purchase threshold.

9b. Government Purchase Cards are accepted above the micro-purchase threshold.

10. FOREIGN ITEMS:

- Juarez, Mexico
- Korea
- Mississauga, Ontario, Canada
- Singapore
- Swindon, United Kingdom
- Tewkesbury, United Kingdom
- Tijuana, Mexico
- Vaulx-En-Velen, France

Weymouth, United Kingdom
Wiesbaden, Germany
Zurich, Switzerland

- 11a. TIME OF DELIVERY:**
 - 30-60 days ARO (AMAG brand)
 - 30 days ARO (Lenel brand)
 - 30-60 days ARO (Southwest Microwave brand)
- 11b. EXPEDITED DELIVERY:** Consult with Contractor (Southwest Microwave brand). 7 days ARO (in-stock) (all other brands).
- 11c. OVERNIGHT AND TWO-DAY DELIVERY:** Consult with Contractor.
- 11d. URGENT REQUIREMENTS:** Consult with Contractor.
- 12. F.O.B. POINT:** Destination for the 48 contiguous United States, Washington, DC, Alaska, Hawaii, Puerto Rico, and U.S. Territories
- 13a. ORDERING ADDRESS:** Same as Contractor
- 13b. ORDERING PROCEDURES:** For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's), and a sample BPA can be found at the GSA/FSS Schedule homepage (fss.gsa.gov/schedules) and in Federal Acquisition Regulation (FAR) 8.405-3.
- 14. PAYMENT ADDRESS:**
 - Adesta, LLC
 - P.O. Box 30124
 - Omaha, NE 68103-1224
- 15. WARRANTY:** Refer to page 11.
- 16. EXPORT PACKING CHARGES:** N/A
- 17. TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE:** No additional discounts are offered.
- 18. TERMS AND CONDITIONS OF RENTAL, MAINTENANCE AND REPAIR:** Refer to applicable SIN description.
- 19. TERMS AND CONDITIONS OF INSTALLATION:** Refer to applicable SIN description.
- 20. TERMS AND CONDITIONS OF REPAIR PARTS:** N/A
- 20a. TERMS AND CONDITIONS OF OTHER SERVICES:** Refer to applicable SIN description.
- 21. LIST OF SERVICE AND DISTRIBUTION POINTS:** N/A
- 22. LIST OF PARTICIPATING DEALERS:** N/A

- 23. PREVENTATIVE MAINTENANCE:** N/A
- 24a. SPECIAL ATTRIBUTES:** N/A
- 24b. SECTION 508:** N/A
- 25. DATA UNIVERSAL NUMBER SYSTEM (DUNS) NUMBER:** 11-829-4722
- 26. REGISTRATION IN CENTRAL CONTRACTOR REGISTRATION (CCR) DATABASE:** Registration is valid until September 28, 2010.

SAFETY ACT CERTIFICATION:

Adesta, LLC's Physical and Electronic Security Solutions Services have earned Certification and Designation as a Qualified Anti-Terrorism Technology under the Support Anti-terrorism by Fostering Effective Technologies (SAFETY) Act of 2002. The purpose of the Act is to encourage the development and deployment of anti-terrorism technologies that will substantially enhance the protection of the nation. Adesta is one of the first systems integration companies to receive this prominent Certification for its design, engineering, construction, integration, maintenance and training services.

As an integrated security solutions company, Adesta designs and installs physical and electronic security solutions for critical infrastructure across the United States. SAFETY Act Certification will provide Adesta and its customers with significant liability protections. These liability protections were statutorily created so that qualified companies could provide their anti-terror services without excessive concern over liability, both for themselves and their customers.

The SAFETY Act was created in response to the potentially crushing liability suits that were filed after the terrorist attacks of Sept. 11, 2001. Congress, understanding that the existence of such lawsuits could keep important anti-terror services and technologies out of the hands of the Federal government, port authorities, commercial customers and others, created the system of liability protections offered by the SAFETY Act as an incentive for companies to buy and sell effective anti-terror goods and services. The protections offered by Adesta's SAFETY Act approval, including a presumption of immunity from liability in certain circumstances, extends to Adesta's customers and are retroactive to August 1, 2002. Companies that choose to do business with Adesta can now enjoy the benefits of Adesta's hard earned Certification.

WARRANTY:

AMAG brand:

A. Software Warranty Statement:

LIMITED WARRANTY:

AMAG Technology, Inc. (AMAG) warrants that (a) the software will perform substantially in accordance with the accompanying Product Manual(s) for a period of 90 days from the date of receipt and (b) any AMAG manufactured hardware accompanying the software will be free from defects in materials and workmanship under normal use and service for a period of two years from the date of receipt. Any implied warranties on the software and the hardware are limited to 90 days and two years, respectively, or the shortest period permitted by applicable law, whichever is greater.

NO OTHER WARRANTIES:

To the maximum effect permitted by applicable law, AMAG disclaims all other warranties, either express or implied, including but not limited to implied warranties of merchantability and fitness for a particular purpose, with respect to the software, the accompanying product manual(s) and written materials, and any accompanying hardware. The limited warranty contained herein gives you specific legal rights.

NO LIABILITY FOR CONSEQUENTIAL DAMAGES:

To the maximum effect permitted by applicable law, AMAG and its suppliers shall not be liable for any other damages whatsoever (including, without limitation, damages for loss of business profits, business interruption, loss of business information, or other pecuniary loss) arising out of the use of or inability to use this AMAG product, even if AMAG has been advised of the possibility of such damages. In any case, AMAG's entire liability under any provision of the Software Agreement shall be limited to the amount actually paid by the Authorized AMAG Distributor for the software.

B. Product Warranty Statement:

AMAG Technology, Inc. warrants to the original Purchaser for 24 months from the date of invoice that its products (except software) are free from defects in material and workmanship under normal use and service. Products purchased from AMAG Technology Inc. but manufactured by another company will carry the original manufacturer's warranty.

AMAG's obligation under this warranty is limited to (at its option) replacing, repairing or giving credit for any product which has been returned to AMAG, (transportation charges and insurance prepaid), and which is, after examination by AMAG, determined to be defective. THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES OF MERCHANTABILITY AND/OR OF FITNESS FOR A PARTICULAR PURPOSE. No person, firm or corporation is authorized to assume for AMAG any other liabilities in connection with the sales of any product. AMAG shall not be liable for loss or use of any product or for special incidental or consequential damages incurred by the purchaser in connection with any product.

The warranty shall not apply to any product which has been repaired or altered except by AMAG or its authorized suppliers or which has been subjected to misuse, modification, tampering with, negligence, accident, excessive wear, improper testing, damage due to lightning or electrical discharge, damage resulting from use of product other than normal and customary manner, or other cause not arising out of a defect in material or workmanship. The purchaser is responsible for filing claims through the shipper if any damage is incurred during shipment.

The following is the exclusive procedure by which to make claims under this warranty:

The Purchaser shall obtain AMAG's oral or written authorization to return the product and obtain a Return Material Authorization (RMA) number. Any product should be returned with the RMA number clearly marked on the outside of the packaging to AMAG securely packed in a rigid container with ample cushioning material, preferably the original packaging. All claimed defects should be specified in writing.

Products should be shipped prepaid and fully insured. In the case of damage during shipment, AMAG shall

be notified promptly and Purchaser shall proceed against the shipper. If it appears to AMAG that any returned product is defective under the terms of the warranty, it shall replace, repair or give credit in accordance with this warranty. If it appears to AMAG that any returned products have been subjected to misuse, negligence, accident or excessive wear, AMAG shall notify the Purchaser promptly.

AMAG may return any such product un-repaired at the Purchaser's expense or, if so authorized by purchaser, shall repair such product at the current rates for parts and service, an estimate being provided upon request, or send a refurbished product at the rate had it been repaired.

Any products returned without prior authorization will be subject to a \$25 (\$50 MSRP) processing fee.

NO REPRESENTATION OR WARRANTY OF THE PURCHASER SHALL EXTEND THE LIABILITY OR RESPONSIBILITY OF AMAG TECHNOLOGY INC. BEYOND THE TERMS OF THIS PROVISION. IN NO EVENT SHALL AMAG TECHNOLOGY INC. BE LIABLE FOR ANY REPROCUREMENT COSTS, LOSS OF PROFITS, LOSS OF USE, INCIDENTAL, CONSEQUENTIAL OR SPECIAL DAMAGES TO ANY PERSON, RESULTING FROM THE USE OF AMAG'S PRODUCTS.

C. Product Warranty Statement – Special Proximity – 5-Year Warranty:

AMAG Technology Inc. warrants to the original Purchaser from the date of invoice that the products listed below are free from defects in material and workmanship under normal use and service.

AMAG's obligation under this warranty is limited to (at its option) replacing, repairing or giving credit for any product which has been returned to AMAG, (transportation charges and insurance prepaid), and which is, after examination by AMAG, determined to be defective. THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES OF MERCHANTABILITY AND/OR OF FITNESS FOR A PARTICULAR PURPOSE. No person, firm, or corporation is authorized to assume for AMAG any other liabilities in connection with the sales of any product. AMAG shall not be liable for loss or use of any product or for special incidental or consequential damages incurred by the purchaser in connection with any product.

The warranty shall not apply to any product which has been repaired or altered except by AMAG or its authorized suppliers or which has been subjected to misuse, modification, tampering with, negligence, accident, excessive wear, improper testing, damage due to lightning or electrical discharge, damage resulting from use of product other than normal and customary manner, or other cause not arising out of a defect in material or workmanship. The purchaser is responsible for filing claims through the shipper if any damage is incurred during shipment.

The following is the exclusive procedure by which to make claims under this warranty:

The Purchaser shall obtain AMAG's oral or written authorization to return the product and obtain a return Material Authorization (RMA) number. Any product should be returned with the RMA number clearly marked on the outside of the packaging to AMAG securely packed in a rigid container with ample cushioning material, preferably the original packaging. All claimed defects should be specified in writing. Products should be shipped prepaid and fully insured. In the case of damage during shipment, AMAG shall be notified promptly and Purchaser shall proceed against the shipper. If it appears to AMAG that any returned product is defective under the terms of the warranty, it shall replace, repair or give credit in accordance with this warranty. If it appears to AMAG that any returned products have been subjected to misuse, negligence, accident or excessive wear, AMAG shall notify the Purchaser promptly. AMAG may return any such product un-repaired at the Purchaser's expense or, if so authorized by Purchaser, shall repair such product at the current rates for parts and service, an estimate being provided upon request, or send a refurbished product at the rate had it been repaired.

Any products returned without prior authorization will be subject to a \$25 (\$50 MSRP) processing fee.

NO REPRESENTATION OR WARRANTY OF THE PURCHASER SHALL EXTEND THE LIABILITY OR RESPONSIBILITY OF AMAG TECHNOLOGY INC. BEYOND THE TERMS OF THIS PROVISION. IN NO EVENT SHALL AMAG TECHNOLOGY INC. BE LIABLE FOR ANY REPROCUREMENT COSTS, LOSS OF PROFITS, LOSS OF USE, INCIDENTAL, CONSEQUENTIAL OR SPECIAL DAMAGES TO ANY PERSON, RESULTING FROM THE USE OF AMAG'S PRODUCTS.

Products covered by this warranty statement are:

<u>Part Number</u>	<u>Product Name</u>
671	Proximity Card+Keypad Commander Reader

D. Product Warranty Statement – Special Proximity – Lifetime Warranty:

AMAG Technology, Inc. warrants to the original Purchaser from the date of invoice that the products listed below are free from defects in material and workmanship under normal use and service.

AMAG’s obligation under this warranty is limited to (at its option) replacing, repairing or giving credit for any product which has been returned to AMAG, (transportation charges and insurance prepaid), and which is, after examination by AMAG, determined to be defective. THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES OF MERCHANTABILITY AND/OR OF FITNESS FOR A PARTICULAR PURPOSE. No person, firm or corporation is authorized to assume for AMAG any other liabilities in connection with the sales of any product. AMAG shall not be liable for loss or use of any product or for special incidental or consequential damages incurred by the purchaser in connection with any product.

The warranty shall not apply to any product which has been repaired or altered except by AMAG or its authorized suppliers or which has been subjected to misuse, modification, tampering with, negligence, accident, excessive wear, improper testing, damage due to lightning or electrical discharge, damage resulting from use of product other than normal and customary manner, or other cause not arising out of a defect in material or workmanship. The purchaser is responsible for filing claims through the shipper if any damage is incurred during shipment.

The following is the exclusive procedure by which to make claims under this warranty:

The Purchaser shall obtain AMAG’s oral or written authorization to return the product and obtain a Return Material Authorization (RMA) number. Any product should be returned with the RMA number clearly marked on the outside of the packaging to AMAG securely packed in a rigid container with ample cushioning material, preferably the original packaging. All claimed defects should be specified in writing. Products should be shipped prepaid and fully insured. In the case of damage during shipment, AMAG shall be notified promptly and Purchaser shall proceed against the shipper. If it appears to AMAG that any returned product is defective under the terms of the warranty, it shall replace, repair or give credit in accordance with this warranty. If it appears to AMAG that any returned products have been subjected to misuse, negligence, accident or excessive wear, AMAG shall notify the Purchaser promptly.

AMAG may return any such product un-repaired at the Purchaser’s expense or, if so authorized by Purchaser, shall repair such product at the current rates for parts and service, an estimate being provided upon request, or send a refurbished product at the rate had it been repaired.

Any products returned without prior authorization will be subject to a \$25 (\$50 MSRP) processing fee.

NO REPRESENTATION OR WARRANTY OF THE PURCHASER SHALL EXTEND THE LIABILITY OR RESPONSIBILITY OF AMAG TECHNOLOGY INC. BEYOND THE TERMS OF THIS PROVISION. IN NO EVENT SHALL AMAG TECHNOLOGY INC. BE LIABLE FOR ANY REPROCUREMENT COSTS, LOSS OF PROFITS, LOSS OF USE, INCIDENTAL, CONSEQUENTIAL OR SPECIAL DAMAGES TO ANY PERSON, RESULTING FROM THE USE OF AMAG’S PRODUCTS.

Products covered by this warranty statement are:

<u>Part Number</u>	<u>Product Name</u>
670	Proximity Card Only Reader
680	Mullion Mount 2oma Proximity Card Reader
682	Mullion Mount Wiegand Output Card Reader
690	Wall Mount 2oma Proximity Card Reader
692	Wall Mount Wiegand Output Card Reader

Lenel brand:

WARRANTY

Category 1 - Third Party Warranty

All third party warranties are transferred from Lenel to the Reseller, which may then transfer third party warranties to the system owners. Specific third party warranty details, terms and conditions, remedies and procedures, are either expressly stated on, or packaged with, or accompany such products. The warranty period may vary from product to product. Examples of products that fall into this category include:

- Computers that are purchased from Lenel, including but not limited to: DELL® computers, internal and external parts (modems, network cards, monitors, keyboards, mice, tape back-up units, CPUs, and RAM Chips). **Note: Dell currently offers a Three [3] year Next business day On-site warranty on turnkey systems purchased through Lenel.**
- Third party software products that are purchased from Lenel, including but not limited to: Microsoft products (WINDOWS 2000 Professional®, WINDOWS 2000/2003 Server®, WINDOWS XP®, MS SQL Server®, and MS Access®) carry a 1 year warranty.
- Peripheral products that are purchased from Lenel, including but not limited to: ID printers (Magicard™ = 3 yrs, Nisca™ = 2yrs, Zebra® =1 yr).
- Lenel branded power supplies, LenelProx card readers, Lenel OpenCard & OpenProx card readers all carry a limited lifetime warranty.

Category 2 –Lenel Access Control Hardware and Lenel Digital Video Warranty

All Lenel branded access control hardware (LNL-500 through LNL-8000), digital video recorders and Lenel branded IP cameras are provided with a three (3) year warranty from the date of shipment to the Reseller. Lenel warrants that such products will be free from defects in material and workmanship and that they will operate in general accordance with their product specifications. The parts will be repaired or replaced at the manufacturer's option. Follow Lenel's procedures for RMA with these products.

Category 3 - OnGuard Software Warranty

Lenel warrants that CD-ROMs and hardware keys shall be free from defects in material and workmanship and that OnGuard software product will function in substantial accordance to our specifications. Any defective dongle will be replaced at no charge (see Returns section) provided that the system is currently on a supported version of OnGuard software. Dongles for non-supported versions will be replaced for \$100.

General Limitations of Warranty

Lenel shall have no obligation or responsibility with respect to the warranty described herein in connection with any software or hardware product that: (i) has been modified or altered without Lenel's written authorization; (ii) has not been used in accordance with Lenel's documentation or operating instructions; (iii) has been subjected to conditions which are not in accordance with those specified in Lenel's environmental specifications, or to unusual electrical or physical stress, fire, lightning, act of God, neglect, misuse, abuse, improper storage, testing or connection, power or air conditioning failure or other hazard or unreasonable use, or servicing by any party not authorized by Lenel to perform such work or servicing; or (iv) is no longer under the applicable warranty period.

If returned products are found not to be defective or damaged, the following policies will be invoked:

- **No Problem Found:**

If no problems are found with the items returned as defective, the items will be returned to the Reseller. If any replacement parts were sent, or repair charges incurred, an invoice will accompany the returned item for the cost of the new item and two way shipping.

- **Damaged Goods:**

If returned items are found to be damaged due to improper installation, improper packaging, use, neglect, acts of nature, or other factors outlined herein, the Reseller will be billed for the repair of the item and two way shipping.

THE WARRANTIES DESCRIBED HEREIN AND/OR ACCOMPANYING PRODUCTS ARE IN LIEU OF ALL OTHER WARRANTIES OR CONDITIONS AND, SAVE AS OTHERWISE PROVIDED HEREIN, LENEL MAKES AND THERE ARE NO OTHER WARRANTIES OR CONDITIONS OR REPRESENTATIONS OF ANY KIND WHETHER EXPRESS OR IMPLIED, AND LENEL EXPRESSLY DISCLAIMS THE IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND THOSE ARISING BY STATUTE OR OTHERWISE IN LAW OR FROM A COURSE OF DEALING OR

WILL BE ERROR FREE OR UNINTERRUPTED OR THAT THE PRODUCTS WILL PREVENT OCCURRENCES OF PROPERTY DAMAGE, THEFT, LOSS OR PERSONAL INJURY.

NOTE: Unless otherwise provided in the applicable product warranty, products purchased are eligible for warranty service only within the United States.

Specific Limitations of OnGuard Software Warranty:

The warranty for all OnGuard software products does not cover, free-of-charge, post-sales technical support during the warranty under the following circumstances:

- Calls from representatives that have not been trained and certified by Lenel.
- Calls from sub-contractors or affiliates of OnGuard Value Added Resellers.
- Calls from end user customers of OnGuard Value Added Resellers.
- Problems caused by misuse of software in accordance with manuals or consultation by Lenel Systems.
- Failure to provide an internet connection for remote assistance, if deemed necessary by Lenel Systems
- Technical support for third party software or hardware products.
- Technical support for network software products.

Support required for the items above at sites/systems with current Software Upgrade & Telephone Support Plans, will be provided at an hourly rate as defined under Technical Support Assistance during normal technical support hours. For pre-arranged after hours support, please call for quote.

Southwest Microwave brand:

WARRANTY. SMI warrants each of its products to be free from defects in materials and workmanship under normal use and service for a period of one (1) year after delivery to Purchaser (the "Warranty Period"). SMI shall repair or replace, at SMI's option, any products or part thereof that are found to be defective upon examination by SMI or authorized Warranty Service Company (each, a "Defective Product") and are returned within the Warranty Period, shipping costs prepaid and insured, to SMI at its plant in Tempe, Arizona, or authorized Warranty Service Company. Disassembly of any product by anyone other than an authorized representative of SMI voids the obligations of SMI to repair or replace any products so disassembled.

Fuses and batteries are not warranted unless the original manufacturer warrants such parts and such warranty is marked on the product. Any claim under warranty for fuses or batteries must be made by Purchaser directly to the manufacturer.

Warranty returns must first be authorized by SMI or authorized Warranty Service Company.

THIS WARRANTY STATES THE EXCLUSIVE REMEDY OF PURCHASER, AND THE EXTENT OF SMI'S OBLIGATIONS, WITH RESPECT TO THE PRODUCTS DESCRIBED IN THE QUOTATION AND IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS, IMPLIED OR STATUTORY, ORAL OR WRITTEN, INCLUDING, BUT NOT LIMITED TO, ANY WARRANTY OF TITLE,

NON-INFRINGEMENT, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, EACH OF WHICH SMI HEREBY EXPRESSLY DISCLAIMS. PURCHASER UNDERSTANDS AND AGREES THAT (i) UNDER NO CIRCUMSTANCES SHALL SMI BE LIABLE FOR ANY INCIDENTAL, INDIRECT, CONSEQUENTIAL, PUNITIVE OR SIMILAR DAMAGES, REGARDLESS OF THE CAUSE, AND (ii) SMI'S LIABILITY UNDER THE QUOTATION IS STRICTLY AND EXPRESSLY LIMITED TO THE WARRANTY OBLIGATIONS EXPRESSED HEREIN. SMI NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY OTHER WARRANTY CONCERNING ITS PRODUCTS.

Effective for orders placed after February 1, 2009, Southwest Microwave will offer a comprehensive Two-year Extended Warranty on all products (excluding Geonet and TASS sensors) at no additional cost. Coupled with our standard One-year Warranty, this will provide three years of Warranty protection on Southwest Microwave equipment from date of original shipment from the manufacturer.

RETURN POLICY:

AMAG brand:

In the constant pursuit of quality customer service, AMAG Technology Inc. has created a Return Authorization (RMA) Form to help simplify the return process. With this form you will be able to easily request an RMA number for any product. You are not required to use the form, but doing so will eliminate unnecessary delays and ensure AMAG has all the information needed.

Please note a return request can be classified in one of the following categories:

- a) Advance Replacements. Requests for advance replacement units will be approved and shipped on an individual basis. AMAG may ship new or refurbished units at their discretion, charging the applicable current new or refurbished price on the advance replacement sales order. When AMAG receives the failed units in their facility and upon verification of the returned product, the appropriate credit will be issued against that sales order provided the product was determined to be in warranty.
- b) Software Upgrades. Please see software upgrade policy / procedure on page 14.
- c) In-Warranty. AMAG will replace with new units OR refurbished units (at their discretion). The warranty will be equal to the balance of the warranty remaining on the original purchase or 120 days (hardware) or 30 days (software), whichever is greater.
- d) Out-of-Warranty. AMAG will replace with refurbished units and charge according to current repair/refurbished prices. The warranty will be for 120 days. Product returned with no problem found will incur an evaluation fee of \$70 MSRP.
- e) Return for Credit. AMAG will accept product for credit only if the product is in new condition, unopened, and in its original packaging. All returns must be made within 30 days of the date of purchase date and will be subject to a 20% restocking fee.

****** Custom orders cannot be returned **** No exceptions ******

Please allow 24 hours for your RMA request to be processed. Should you need immediate action on an RMA, please call AMAG Technology Inc. Customer Service for assistance at 800-889-9138.

All return authorization numbers are valid for 60 days.

Lenel brand:

Shipment Discrepancies

Incorrect Shipments from Lenel - If the products you receive do not match your purchase order, please contact lenelRMA@lenel.com immediately. Products must be returned within (15) fifteen days of receipt that have been incorrectly shipped. These products may be returned at no charge, and the freight for returning the incorrectly shipped products will be paid by Lenel.

Incorrect Orders by Reseller - Return of the product(s) ordered in error must be returned to Lenel no later than (15) fifteen days from the date of shipment from Lenel, to receive credit, less the restocking charge. Following receipt of the RMA number, you must ship the product(s), prepaid to the shipping destination. All returns must include a copy of the Lenel RMA document with the shipment; the RMA number must be marked on the outside of the package, and sent to Attention Lenel Systems International Returns Department. Product(s) returned to Lenel after (15) fifteen days from the issuance of the RMA number will be refused by Lenel and will be charged at the original invoiced price to the Reseller. The prevailing restocking charge is 25% of the net purchase price of the product(s). All product(s) must be returned in unused condition with the original packing intact; including any documentation and peripheral parts (if applicable). Lenel will not accept the return of used equipment.

Returns

Mis-ordered Product - Before returning ANY product, you must call Lenel RMA return group or email them at lenelrma@lenel.com to obtain a Return Material Authorization (RMA) Number. This number must appear on the outside of the return package. This will identify your shipment and help ensure that your company is given proper credit for the return.

In Warranty Lenel Hardware Returns – If your Lenel hardware failed from material defects or workmanship and is within 120 days from date of purchase, an advance replacement No Questions Asked unit may be obtained by calling Lenel's RMA return group or emailing them at lenelrma@lenel.com. If the product is over 120 days but less than 2 years, you may also use the Lenel RMA group, but the typical RMA process for Defective Product will take place. RMA's issued for access control products that are less than 120 days old and are being shipped within the United States will be issued a call tag for product return for the RMA. All other products should be destroyed if a failure occurs and meets the criteria outlined above.

Defective Products - Before returning defective products, you must confirm product failure through Lenel's Technical Support Group (TSG) except for Lenel Access Hardware if within the warranty period. Once the product has been confirmed defective, an RMA will be issued to you for product return. If the product is under warranty, the product will be repaired or replaced and returned to you. If the product is found to not be defective (NTF), there will be a testing and administrative fee charged (contact the RMA group for specific price based on product) and the product will be returned to you FOB shipping point. If an advance replacement part is required, a faxed Purchase Order, (Marked Advance Replacement), needs to be sent to Lenel order entry desk for approval. The PO should indicate the part(s) needed at the current published Lenel pricing, and method of shipment requested. A confirmation will be faxed back to you, and the replacement product will be sent. Credit will only be issued if it is determined that the product has failed out of the box. A RMA will still be needed to return the defective product even on an advance replacement product. The replaced or repaired product will be returned to the original reseller, and they will be billed for the advance replacement part.

End Of Life [EOL] Products - All hardware products that have been EOL or have been discontinued will be supported by Lenel's TSG for 24 months from the date the termination notice memo was issued. Products that are outside of the manufacturer's warranty will be repaired if less than 50% of the original value or replaced based on direction from the customer.

Customized Products – Given the nature of the order, there will be no returns for customized products (readers, cards, etc.) unless they are defective. No credit will be issued for customized products, only replacement/exchanges for the defective product.

Repairs

Repair product turnaround time on most repairs or replacements is within two to three weeks from the receipt of the returned product. Product(s) returned for repair or replacement must be received within (15) fifteen days of issuance of the RMA number, and shipped freight prepaid to Lenel Systems International. The Lenel RMA document must be enclosed with the shipment and the RMA number prominently marked on the shipping container.

Cancellations

Cancellations of an order must occur prior to shipment of the order. Resellers may cancel a Lenel accepted purchase order (for standard products only) by written request for cancellation, 30 days or more before the confirmed shipment date acknowledged by Lenel Systems International. For order cancellations within 30 calendar days, a written notice of cancellation must be received by Lenel and a 20% cancellation/handling fee will be assessed to the Reseller's account with Lenel Systems International.

Southwest Microwave brand:

Purchase order may be terminated or cancelled by purchaser only with the express consent of Southwest Microwave, Inc. Purchaser shall pay Southwest Microwave, Inc. actual costs and reasonable expenses plus fifteen (15) percent for work in process and materials committed.

Returned goods will be accepted only if shipped, freight and other costs prepaid, with prior written authorization from Southwest Microwave, Inc. Returns for credit must be made within thirty (30) days of original shipment. Credit will be issued at either price paid or the price in effect at the time of return, whichever is lower. All returns are subject to fifteen (15) percent restocking charge. Obsolete, discontinued, special, custom, used or damaged goods are not returnable.

SOFTWARE LICENSE INFORMATION:

AMAG brand:

SOFTWARE LICENSE TRANSFER FORM
END USER INFORMATION:

The AMAG Software License Transfer form is designed to acknowledge that the software ordered on the accompanying Purchase Order will be shipped to an ultimate end user who will accept the terms of the AMAG Technology Inc. Software License Agreement.

The full text of the Software License Agreement is prominently displayed on the software package. By opening the sealed disk package, the end user is agreeing to be bound by the terms of the AMAG Technology Inc. (AMAG) Software License Agreement.

1. Grant Of License – AMAG grants the ultimate end user the right to use one copy of the software program (“the SOFTWARE”) on a single computer. The SOFTWARE is in “use” on a computer when it is loaded into temporary memory (i.e. RAM) or installed into permanent memory (i.e. hard disk, or other storage device) of that computer.
2. Copyright – The SOFTWARE is owned by AMAG or its suppliers and is protected by copyright laws, international treaty provisions, and all other applicable national laws. Therefore, it must be treated like any other copyrighted material (e.g. a book) except that if the software is not copy protected the end user may either: a) make one copy of the SOFTWARE solely for backup or archival purposes, or b) transfer the SOFTWARE to a single hard disk provided the original is kept solely for backup or archival purposes.
3. Other Restrictions – The ultimate end user may not rent or lease the SOFTWARE, but may transfer rights under this AMAG License agreement on a permanent basis provided a) the recipient is serviced by an authorized AMAG Distributor who has completed the required AMAG certification classes, b) the recipient agrees to the terms of this agreement, and c) all copies of the SOFTWARE and all written materials are transferred. AMAG must be notified of such transfers. Any transfer must include the most recent update and all prior versions. The end user company may not reverse engineer, decompile or disassemble the SOFTWARE.

Limited Warranty – AMAG warrants that a) the SOFTWARE will perform substantially in accordance with the accompanying Product Manual(s) for a period of 90 days from the date of receipt and b) any AMAG manufactured hardware accompanying the SOFTWARE will be free from defects in materials and workmanship under normal use and service for a period of two years from the date of receipt. Any implied warranties on the SOFTWARE and the hardware are limited to 90 days and two years respectively, or the shortest period permitted by applicable law, whichever is greater.

No Other Warranties – To the maximum effect permitted by the applicable law, AMAG disclaims all other warranties, either express or implied, including but not limited to implied warranties of merchantability and fitness for a particular purpose, with respect to the software, the accompanying product manual(s) and written materials, and any accompanying hardware. The limited warranty contained herein gives you specific legal rights.

No Liability For Consequential Damages – To the maximum extent permitted by applicable law, AMAG and its suppliers shall not be liable for any other damages whatsoever (including, without limitation, damages for loss of business profits, business interruption, loss of business information, or other pecuniary loss) arising out of the use of or inability to use this AMAG product, even if AMAG has been advised of the possibility of such damages. In any case, AMAG’s entire liability under any provision of the Software Agreement shall be limited to the amount actually paid by the Authorized AMAG Distributor for the software.

Southwest Microwave brand:

SOFTWARE. These Terms and Conditions do not convey to Purchaser title to or ownership of any software code included with or embedded in products provided by SMI (“Software”), but only give Purchaser a limited right to use the Software solely in connection with the use of such products for their intended purpose. Third-party Software is subject to the license agreement terms of the applicable software product. Purchaser shall not copy, reverse engineer, decompile, disassemble or otherwise translate all or any part of any Software or permit or authorize any third party (including, but not limited to, the end user) to do so.

SOFTWARE SUPPORT INFORMATION:

AMAG brand:

Software Support is REQUIRED on the *Professional, Enterprise and Global Edition* Access Control Systems. The first 12 months of Software Support is free of charge and is included with the purchase of each software package.

Software Support includes:

- FREE upgrades of Professional (56 reader and above), Enterprise and Global Edition Software. (Subject to our Software Upgrade Policy)

— To request your free upgrade, contact our Customer Service department. You must include the site name and Registration ID of the current installed software. AMAG will ship the upgrade software via the method you choose. (See page 15 for more details.)

- FREE Database Conversion Utility - each upgrade requires that the Database be converted from the old version to the new. This may be a multi-step process.

— To request your Database Conversion Utility, contact our Technical Support department. AMAG will provide the files and support necessary to convert the Database. (See page 17 for more details.)

- FREE Technical Support during normal business hours.

Prior to the expiration date, a reminder notice will be sent to notify you that your Support Agreement is due to be renewed. Please use the part numbers on the price list if you wish to purchase support for successive years. The name and address of the installation will be required on your purchase order.

If you do not renew or if you choose to cancel the support agreement, the registered system will not be supported by our Technical Support department and future upgrades will need to be purchased at your normal price level.

SOFTWARE UPGRADE INFORMATION:

AMAG brand:

SOFTWARE UPGRADE POLICY

Revised January 1, 2004

All AMAG software upgrades will be processed according to the policy set forth below.

Please note that AMAG software upgrades may require that a Database Conversion or Upgrade be accomplished. Please refer to “AMAG Database Upgrade Policies and Procedures” for additional information.

All upgrades requiring a Software Support Agreement to be in effect WILL NOT extend the expiration date of that Agreement.

Upgrading Legacy Software

Legacy vX.X to Professional Edition v4.0.1 – any reader capacity

Software Support Agreement must be in effect. The length of time remaining on the X50 Support Agreement will carry over to the Professional Edition.

Customer must submit a request to the RMA department. The customer must advise the part number he wishes to upgrade to. The customer should provide the site name, number of workstations on the site and registration number. AMAG will issue an RMA number.

AMAG will set up an Advance Replacement sales order for the new version Base software and match the quantity of workstations on the site with Client Software (PROFESSIONAL/CLIENT-V4). AMAG will ship the full PROFESSIONAL package plus any additional Clients needed. (For example: 32 reader base software, part number

PROFESSIONAL/32-V4, now comes with 1 Client package. If the customer site currently has 5 workstations, AMAG will include the additional 4 Clients needed.) AMAG will charge the current price of the full software package and additional clients. NOTE: If additional workstations or additional options are required, they must be ordered on a Purchase Order thru the normal ordering process. When the customer installs the new package, they should return the old version key. When that key is received, AMAG will issue credit for the current price of the old product(s) that had been purchased OR the current price of the new product(s) that had been purchased, whichever is lower.

Legacy vX.X to Enterprise v4.0.1 - any reader capacity

Software Support Agreement must be in effect. The length of time remaining on the X50 Support Agreement will carry over to the Enterprise Edition.

Customer must submit a request to the RMA department. The customer must advise the part number he wishes to upgrade to. The customer should provide the site name, number of workstations on the site and registration number. AMAG will issue an RMA number.

AMAG will set up an Advance Replacement sales order for the new version Base software and match the quantity of workstations on the site with Client Software (ADMINCLIENT/COMMS-V4). AMAG will ship the full ENTERPRISE Edition package plus any additional Clients needed. (For example: all Enterprise base software, part number ENTERPRISE/XX-V4, now comes with 1 Client package. If the customer site currently has 5 workstations, AMAG will include the additional 4 Clients needed.) AMAG will charge the current price of the full software package and additional clients. NOTE: If additional workstations or additional options are required, they must be ordered on a Purchase Order thru the normal ordering process. When the customer installs the new package, they should return the old version key. When that key is received, AMAG will issue credit for current price of the old product(s) that had been purchased OR the current price of the new product(s) that had been purchased, whichever is lower.

Upgrading Professional Software

AMAG Professional (625 or MSDE) vX.X (v3.1 or earlier) to AMAG Professional Edition v4.0.1 – same reader capacity

Software Support Agreement must be in effect.

Customer must submit a request to the RMA department. The customer must advise the part number he wishes to upgrade to. The customer should provide the site name, number of workstations on the site and registration number. AMAG will issue an RMA number.

AMAG will set up an Advance Replacement sales order for the new version Base software and match the quantity of clients on the site with Client Software (PROFESSIONAL/CLIENT-V4). AMAG will ship the full PROFESSIONAL Edition package plus any additional Clients needed. (For example: 32 reader base software, part number PROFESSIONAL/32-V4, now comes with 1 Client package. If the customer site currently has 5 workstations, AMAG will include the additional 4 Clients needed.) AMAG will charge the current price of the full software package and additional clients. NOTE: If additional clients or additional options are required, they must be ordered on a Purchase Order thru the normal ordering process. When the customer installs the new package, they should return the old version Base and Client keys. When those keys are received, AMAG will issue credit for current price of the old product(s) that had been purchased OR the current price of the new product(s), whichever is lower.

AMAG Professional (625 or MSDE) vX.X (v3.1 or earlier) to AMAG Professional Edition v4.0.1 – higher reader capacity

Software Support Agreement must be in effect.

Customer must submit a request to the RMA department. The customer must advise the part number he wishes to upgrade to. The customer should provide the site name, number of workstations on the site and registration number. AMAG will issue an RMA number.

AMAG will set up an Advance Replacement sales order for the new version Base software and match the quantity of clients on the site with Client Software (PROFESSIONAL/CLIENT-V4). AMAG will ship only the sentinel key for the new reader count plus any additional Clients needed. (For example: 32 reader base software, part number PROFESSIONAL/32-V4, now comes with 1 Client package. If the customer site currently has 5 workstations, AMAG will include the additional 4 Clients needed.) AMAG will charge the current price of the full software package and additional clients. NOTE: If additional clients or additional options are required, they must be ordered on a Purchase Order thru the normal ordering process. When the customer installs the new sentinel key, they should return the old version Base and Client keys. When those keys are received, AMAG will issue credit for current price of the old product(s) OR the current price of the new product(s) that had been purchased, whichever is lower.

AMAG Professional (625 or MSDE) vX.X (v3.1 or earlier) to AMAG Enterprise Edition v4.0.1 – same reader capacity Software Support Agreement must be in effect.

Customer must submit a request to the RMA department. The customer must advise the part number he wishes to upgrade to. The customer should provide the site name, number of workstations on the site and registration number. AMAG will issue an RMA number.

AMAG will set up an Advance Replacement sales order for the new version Base software and match the quantity of clients on the site with Client Software (ADMINCLIENT/COMMS-V4). AMAG will ship the full ENTERPRISE Edition package plus any additional Clients needed. (For example: all Enterprise base software, part number ENTERPRISE/XX-V4, now comes with 1 Client package. If the customer site currently has 5 workstations, AMAG will include the additional 4 Clients needed.) AMAG will charge the current price of the full software package and additional clients. NOTE: If additional workstations or additional options are required, they must be ordered on a Purchase Order thru the normal ordering process. When the customer installs the new package, they should return the old version key. When that key is received, AMAG will issue credit for current price of the old product(s) that had been purchased OR the current price of the new product(s) that had been purchased, whichever is lower.

AMAG Professional (625 or MSDE) vX.X (v3.1 or earlier) to AMAG Enterprise Edition v4.0.1 – higher reader capacity Software Support Agreement must be in effect.

Customer must submit a request to the RMA department. The customer must advise the part number he wishes to upgrade to. The customer should provide the site name, number of workstations on the site and registration number. AMAG will issue an RMA number.

AMAG will set up an Advance Replacement sales order for the new version Base software and match the quantity of clients on the site with Client Software (ADMINCLIENT/COMMS-V4). AMAG will ship the full ENTERPRISE Edition package plus any additional Clients needed. (For example: all Enterprise base software, part number ENTERPRISE/XX-V4, now comes with 1 Client package. If the customer site currently has 5 workstations, AMAG will include the additional 4 Clients needed.) AMAG will charge the current price of the full software package and additional clients. NOTE: If additional workstations or additional options are required, they must be ordered on a Purchase Order thru the normal ordering process. When the customer installs the new package, they should return the old version keys. When those keys are received, AMAG will issue credit for current price of the old product(s) OR the current price of the new product(s) that had been purchased, whichever is lower.

Upgrading Enterprise Software

AMAG Enterprise vX.X (v3.1 or earlier) to AMAG Enterprise Edition v 4.0.1 – same reader capacity Software Support Agreement must be in effect.

Customer must submit a request to the RMA department. The customer must advise the part number he wishes to upgrade to. The customer should provide the site name, number of workstations on the site and registration number. AMAG will issue an RMA number.

AMAG will set up an Advance Replacement sales order for the new version Base software and match the quantity

of clients on the site with Client Software (ADMINCLIENT/COMMS-V4). AMAG will ship the full ENTERPRISE Edition package plus any additional Clients needed. (For example: all Enterprise base software, part number ENTERPRISE/XX-V4, now comes with 1 Client package. If the customer site currently has 5 workstations, AMAG will include the additional 4 Clients needed.) AMAG will charge the current price of the full software package and additional clients. NOTE: If additional workstations or additional options are required, they must be ordered on a Purchase Order thru the normal ordering process. When the customer installs the new package, they should return the old version keys. When those keys are received, AMAG will issue credit for current price of the old product(s) OR the current price of the new product(s) that had been purchased, whichever is lower.

AMAG Enterprise vX.X (v3.1 or earlier) to AMAG Enterprise Edition v4.0.1 – higher reader capacity Software Support Agreement must be in effect.

Customer must submit a request to the RMA department. The customer must advise the part number he wishes to upgrade to. The customer should provide the site name, number of workstations on the site and registration number. AMAG will issue an RMA number.

AMAG will set up an Advance Replacement sales order for the new version Base software and match the quantity of clients on the site with the appropriate Client Software variant. AMAG will ship only the sentinel key for the new reader count plus any additional Clients needed. (For example: all Enterprise base software, part number ENTERPRISE/XX-V4, now comes with 1 Client package. If the customer site currently has 5 workstations, AMAG will include the additional 4 Clients needed.) AMAG will charge the current price of the full software package and additional clients. NOTE: If additional workstations or additional options are required, they must be ordered on a Purchase Order thru the normal ordering process. When the customer installs the new package, they should return the old version keys. When those keys are received, AMAG will issue credit for current price of the old product(s) OR the current price of the new product(s) that had been purchased, whichever is lower.

Software Upgrade Summary

Provided the site is under a Software Support Agreement,

If the new product is less expensive than the old, AMAG will issue credit for the price of the new product.

If the new product is more expensive than the old, AMAG will issue credit for the price of the old product.

AMAG will upgrade workstations and clients along with the Base software.

If an option package upgrade is required (CCTV-KIT to CCTV/DVM-KIT or AUTH-1 to AUTH-1-MAG), the customer must submit a request to the RMA department. AMAG will process as a standard RMA, charging full price and issuing credit when the key is returned.

DATABASE UPGRADE POLICIES

General

The purpose of this bulletin is to provide a guideline for all scenarios and considerations when upgrading any existing AMAG software version to the most current AMAG System version, presently V3.1. The requirements of the AMAG Software Upgrade Policy must be met in conjunction with the policies and procedures stated herein. Also included are considerations for non-AMAG system data conversions intended for use in an AMAG system.

Upgrades and the Conversion Utility

The term “Upgrade” implies the installation of a newer version of AMAG software on a system where a previous or older AMAG software version is presently installed. This requires that a database upgrade or conversion be accomplished to update the existing data to the required new format. An automated conversion utility with complete written instructions is available to conduct these necessary changes on site by the integrator. This will upgrade any AMAG Legacy version 5.0.0 (or greater) or AMAG V2.x (or greater) system’s databases to the present version release, AMAG V3.1. The utility is available by contacting Technical Support for immediate delivery via email, or alternatively it may be provided on CDROM via mail.

Upgrading Earlier AMAG Versions

Earlier AMAG software versions that include the DOS-based 302, AMAG Legacy versions 1- 4, and AMAG V1.0 are also indirectly upgradeable to AMAG V3.1. These require various upgrade iterations to reach the above-mentioned minimum version. In these cases, Technical Support may provide the pre-requisite conversion of the data and return the completed files for you to proceed with the upgrade to version V3.1. Additionally, Technical Support may provide turnkey conversions returning the necessary files to be restored into the newly installed version 3.1 system. Contact Technical Support in advance to request assistance of any earlier conversions.

Non-AMAG Database Conversions

While it is possible in most cases to extract cardholder records and images from non-AMAG systems to be subsequently massaged for import into AMAG, there is no direct or automated conversion from other manufacturers' systems into the AMAG system. All non-AMAG scenarios should be considered unique case-by-case situations and will likely require Technical Support's assistance to accomplish. In some cases, AMAG Technology, Inc. may associate charges for custom database conversions. Contact Technical Support in advance for ALL non-AMAG conversions.

Considerations for All Conversions

For all conversions including those requiring assistance or delivery of data for upgrades, consider the following:

- Contact Technical Support in advance to acquire the utility, and especially for arrangement of conversion assistance where needed
- It is recommended you receive and read completely the AMAG conversion utility instructions before making any modifications or installing any software on the existing system to be upgraded by the integrator
- AMAG Technology, Inc. developed products will require 5 working days for conversion accomplishment upon receipt of all data at Technical Support
- Site data provided must consist of most current system database backups, and (where applicable) unique files such as cardholder images and ID badge formats from the existing system
- Data files may be provided to Technical Support via mail on CDROM, or if necessary, Technical Support can provide an FTP/Web site for upload of files
- Note that new minimum computer system specs may apply and should be verified before upgrading
- Note that AMAG V3.x requires both updated Encoder Authorization files, and CCTV Option for DVR support, each requiring advance order
- Note the AMAG utility will not convert Shared Reader/Floor Output Groups, requiring manual re-entry of data

ADDITIONAL TERMS OF SALE:

Southwest Microwave brand:

The following additional terms of sale apply to the sale of the Intrepid™ MicroPoint™ products.

1. All installers of MicroPoint™ and MicroTrack™ are required to attend a three-day technical training course at Southwest Microwave's factory in Tempe, AZ. This course is offered monthly. More details on the training course are available at www.southwestmicrowave.com/training.html.

Southwest Microwave, Inc. will accept orders for these products, but will not ship the order until after the installing technician is trained, or the installing company can verify that a previously factory trained technician (by name) will be used to perform the installation.

Adesta, LLC has trained installers on staff.

2. For an installer's first installation of a MicroPoint™ system consisting of four (4) or more Processor Modules (PMs), on-site system installation certification by a Southwest Microwave, Inc. technician is required prior to completion of the installation. Certification is provided for system inspection, programming/set-up assistance, final adjustment and testing. Cost for certification is provided with each quotation and includes labor and travel and living expenses.

Adesta, LLC has already been certified to install systems consisting of four (4) or more PMs.

The following additional terms of sale apply to the sale of Southwest Microwave products.

1. Claims for shortages or errors must be made in writing within ten days after delivery.
2. Southwest Microwave reserves the right to discontinue any products without notice.