



BARRIER SECURITY PARTS AND LABOR SERVICE PLAN

**Available For Vaults, AHD, Timelocks,
Combinations, Safes, Chest, Lockers,
Security Vestibules**

Parts and Labor

Parts and Labor coverage includes inspection, troubleshooting, adjustment, and replacement and/or repair of parts associated with Barrier Security equipment covered under the terms of the contract agreement. A comprehensive list of terms and conditions are available. Please request a copy of the Quality Care Maintenance Agreement for details.

As a long-standing partner,
Diebold Premier Services
exhibits exceptional service
with the ability to provide
coverage anywhere, anytime.

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PREMIER SERVICES

Average Response Time Guarantee

Average response time for a Barrier Security Service Plan is **8 hours**.

Diebold's definition of response time is the number of hours that elapses between the time the customer contacts Diebold and requests service (Contact Time) and the time the Diebold technician arrives on site, based on the customer's service maintenance plan coverage hours. Diebold will respond on-site "outside" of a customer's contractual coverage hours on a time and material basis. Appointment requests do not apply to the average response time.

Money-Back Service Satisfaction Guarantee

Every Diebold service plan is backed by our Money-Back Service Satisfaction Guarantee:

Diebold guarantees that you will be happy with your choice of Diebold Service for your equipment. If you are dissatisfied Diebold will correct the problem to your satisfaction and reimburse the service fee for the month for the applicable piece of equipment.

Coverage Hours

Service plans can be customized to meet your specific needs. For example, Saturday and Sunday hours are available. Standard optional hours of coverage include:

- 8AM to 5PM, Monday – Friday.
- Exclusive of holidays generally observed by state, local governments, and Diebold.

Coverage Zone

Diebold will respond to all U.S. service calls, regardless of distance. Calls outside of 100 miles from a Diebold service branch are not subject to response time and availability guarantee. Service branches have the right to charge an additional fee for extremely remote areas or those that require an alternate mode of transportation to access, such as air or sea.

Online Service Dispatch (DECALWeb)

DECALWeb provides a simple and efficient way to initiate, monitor, and update Diebold service calls online. DECALWeb allows customers to:

- Initiate any type of call for all Diebold-serviced equipment for any equipment under a service plan.
- Set a priority for the service.
- Monitor the status of the call, including when the customer solution engineer is expected to arrive.
- Review the service action taken.
- Identify when the problem has been resolved.

Field Change Orders

The latest engineering changes or updates required to maintain equipment within specifications are called Field Change Orders (FCOs). The labor required for the FCO is provided at no charge for Diebold Barrier Security service plan customers although parts may or may not be billable at the standard Diebold fee. FCOs are typically completed on a next service call basis. The customer may not be notified that an FCO has been completed.

Lock-Out Protection

An invoice will not be generated for a service call occurring during the defined hours of contract coverage due to a mechanical malfunction of a combination lock, timelock, or a delay action timer. Diebold will, at the customer's option, forcibly enter and determine the cause of the malfunction. Diebold will then repair the equipment and premises to a pre-malfunction condition. This will be done at no charge for labor to the customer. If a lock-out is caused by an operator error or environmental issue the customer will be charged the standard rate for the opening and repair.

Parts and Service Guarantee

Parts and Service provided by Diebold shall be covered by warranty for 30 days from the date that service was performed or from the installation of any part. The replacement parts guarantee includes but is not limited to timelocks, combination locks, bolt work, and door controls.

Customer Training on the Security Vestibule

Novacomm and Hamilton units that have the Novacomm electronics upgrade kit prior to being taken under contract are eligible, at the customer's request, for personnel retraining on adjusting the metal sensitivity and the overall operation of the vestibule. The Diebold Technician is not permitted to adjust the sensitivity; therefore, it is recommended that the customer be able to perform the metal detector operation check and sensitivity readjustment. The manufacturer of the metal detection assembly strongly suggests that the operation check/adjustment be performed once daily.

Preventive Maintenances (PM)

Most Barrier Security equipment includes one scheduled annual PM cleaning/inspection in the base service agreement price. During scheduled PMs the technician providing service will clean all painted, polished, and stainless steel surfaces with engineering approved products. The technician will also perform a number of inspection related tasks which may include but are not limited to adjustments and lubrication, to ensure the equipment is functioning properly. Any issues that are discovered will be reported to the customer. Additional maintenance or repair not covered under this agreement will be brought to the customer's attention. Work performed outside of contract coverage and consumable parts will be billable at the standard billed work rates.

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© Diebold, Incorporated, 2009. All rights reserved. This summary is subject to the terms and conditions of the Quality Care Maintenance Agreement and is not intended to change or vary any of the terms there of your signed service plan agreement for additional plan terms. Service is available on most Diebold Barrier Products. Other manufacturers will be reviewed on a case by case basis.