



Centurion Armor®: Cloud Service, Support, and System Protection Plans

The Centurion ARMOR® Program is a comprehensive offering of cloud service, support, system updates, and system protection that allows us to help keep your system up and running in an optimized fashion and doing its job of protecting what is most important to you and your organization. You can choose any of the three levels that best meets the needs of your organization.

At Response Technologies we are proud to employ a team of full time, certified service and support technicians here to serve you and our other customers. We are committed to maintaining the highest level of support in the industry and standing behind our products and solutions to ensure an excellent customer experience.

While working with Response Technologies, you can be assured that we will be here to support you every step of the way. Our certified professional service and support personnel receive the necessary product, application, and service training to assist you in managing your Centurion Elite® platform and helping you keep it operating to perfection.

“(Technician) is very knowledgeable, communicates well, and inspired the confidence I was looking for.... Beyond the hours that he spent with me on the system, support is now receiving daily reports of the system status to monitor for any issues.”

-Existing customer at a public facility

“I want to express gratitude and my enthusiasm on the product. (Technician) was amazing throughout the whole installation, service, and the training.”

-Existing customer at a private commercial entity

“I wanted to tell you thanks to the entire service team for the rapid response. You guys are the best.”

-Existing customer at a healthcare organization

Please see our menu of service options below to choose which option is best for your organization.

| CENTURION ARMOR® Plan | Basic | Enhanced | Premium |
|---|--------------|-----------------|----------------|
| Cloud Notification Services: | | | |
| Unlimited Text Message Notifications | X | X | X |
| Unlimited Email Notifications | X | X | X |
| Automated Reporting and User Analytics | X | X | X |
| Service and Support: | | | |
| 24/7 System Uptime Monitoring (#) | X | X | X |
| 24/7 System Health Monitoring (#) | X | X | X |
| Unlimited Remote Reactive Support (Business hours, EST) (#) | X | X | X |
| Unlimited Remote Incoming Support (Business hours, EST) | X | X | X |
| Centurion Elite® Operating System Maintenance & Updates | X | X | X |
| Annual Remote System Health Check (#) | | X | X |
| One Annual Onsite Service and System Health Check | | X | X |
| Proactive/Predictive System Analytics (#) | | | X |
| Two Annual Onsite Service and System Health Check | | | X |
| Field Services Discounts (**) | 10% | 12% | 15% |
| System and Hardware: | | | |
| Extended Hardware Warranty- Centurion Elite® Base Unit (^) | | X | X |
| Extended Warranty – RTL Purchased Sensors (^) | | | X |
| Battery Replacement Program | | | X |
| Loaner Program | | | X |
| Free 2-way Shipping on Repairs | | | X |
| % Discount on non-warranty Centurion Elite® repair or replacement | 10% | 15% | 25% |

(#) Requires Manufacturer Remote Connectivity. (**) Discount from Professional Services, Site visit charge not included. (^) Requires contiguous coverage.