

Customer Service Plan Guide

November 2020

To help our customers obtain the greatest value from their tool purchases, Balance Point Technologies (BPT) offers a customer service plan that provides product support and maintenance. This guide describes the benefits available to you based on your support plan enrollment.

Customer Service Plan (CSP)

CSP is an annual subscription and is 20% of the current list price of the BPT software. It includes the following benefits.

Version Upgrades and Product Updates: Enrollment in this service plan will allow you access to upgrades or updates released for the purchased solution during your subscription period. Once you have purchased a support plan and registered on the MAXToolKit Support Center site, www.maxtoolkit.com, you will have access to solution upgrades and updates as well as corresponding user documentation and installation information. This support includes only the current solution version and the immediate prior version of the solution.

Remote Support: We will respond to support incidents within 24 business hours from receipt of request. Support hours are 8 am–5 pm CST, Monday-Friday. BPT is closed on eight holidays and on some days immediately following or preceding the observed holiday. Observed holidays are listed on www.MAXToolkit.com.

If services are required outside of normal business hours, arrangements can be made with BPT for service during your particular business schedule. Support services outside the normal business hours may incur additional charges.

Support incidents should be used for specific problems, errors, or functionality that is not working as it should. Support incidents should not be used for general advice or training. These types of inquiries may result in additional billable service.

All support services are provided via telephone, email, or remote computer sharing. If on-site service is required, this can be provided at an additional charge. Time and travel expenses would be included in addition to the hourly rate.

If an individual support incident exceeds 60 minutes it will be reviewed to determine if it is support or consulting. If it is determined to be consulting, an estimate will be provided for the completion of the incident.

Protected Products: The BPT Customer Service Plan is available for the following tools:

BOM Manager
Document Manager
MAX ID Changer
MAX Label Pro
Multi-site Inventory Viewer
Part Cloner
Quick Data Loader
Shop Paper
SuperZap
Tax Coordinator
Transaction Viewer
WorkOrder Generator
XML Connector

Lapsed Service Plan: If a CSP plan is not renewed and lapses, you will only have access to the version of the Tool that was current at the time your plan expired and only as long as that version is supported. You will not have access to later versions with additional functionality or compatibility with later MAX releases.

To reactivate, a lapsed plan a fee of 22% per year of lapsed CSP, prorated by month, will be added. The lapsed plan fee will be based on the list price of the tool at the time the CSP plan is reactivated.

Support Incident Submission

Submit support request via our website at www.maxtoolkit.com/support, email at support@bpstechnologies.com or by phone at (847) 328-7911.

When submitting a support request, please provide the following information:

- Company Name
- Contact Information
- Name of Application requiring support
- Product Version
- Description of Issue
- Name of screen and/or table, if applicable

Please include any screen shots or error messages that may assist us in resolving the issue in a timely manner.