Customer Service Plan Guide

October 2026

To ensure our customers obtain the greatest value from their Balance Point Technologies (BPT) tool purchases, we offer a Customer Service Plan (CSP) that provides customers with expert product maintenance and support coverage. This guide describes what the plan covers and the benefits available to you based on your service plan enrollment.

Customer Service Plan (CSP)

Balance Point's CSP is an annual subscription that costs 20% of the current list price of the BPT Protected Products* listed below. The CSP includes the following benefits:

Version Upgrades and Product Updates: Current enrollment in our service plan will allow you access to upgrades or updates released for the purchased solution during your annual subscription period. Once you have purchased a CSP and are registered on the MAXToolKit Support Centersite (www.maxtoolkit.com), you will have access to solution upgrades and updates as well as corresponding user documentation and installation information. Your annual CSP only includes the current release version and the immediate prior version of the solution.

Remote Support:
Support incidents are defined as specific problems, errors, or functionality that is not working properly for the products covered under your CSP. *Support incidents may not be used for general advice or training*. Such inquiries are classified as a billable service. Additionally, if an individual support incident exceeds 60 minutes it will be reviewed to determine if it is support or consulting. Consulting is a billable service for which approval will be needed prior to completion of the incident.

Examples Covered Support Services:

- Resolving BPT application defects, coding errors, and unexpected application crashes directly related to a BPT application.
- Investigating system performance issues, error messages, and operational failures specifically as a result of a BPT application.
- Restoring functionality when a BPT application fails to perform according to documentation or specifications.
- Assisting BPT users' permission resets, adjustments, and login troubleshooting.

Examples Non- Covered Support Services:

- Assistance with issues or requests that are identified as a result of a customer such as damage caused by a user, customer environment change, or unauthorized modifications to a BPT application.
- Assistance with investigating and/or fixing issues for non-BPT applications, hardware, software, malware or operating systems.
- Assistance with software integrations, data correction or recovery, server or database migrations or software reinstallations.
- Assistance or requests related to versions of BPT applications or ECI MAX ERP software versions that are no longer supported by either company.

All support services are provided remotely via email, telephone, or computer sharing. Support requests should be emailed directly to support@bptechnologies.com. BPT will respond to support incidents within 24 business hours from receipt of request. Support coverage hours are between 8 am–5 pm CST, Monday through Friday, excluding observed holidays listed on www.maxtoolkit.com. Support requests can also be submitted via www.maxtoolkit.com.

If remote support services are required outside BPT's normal business hours, they are billed at time and a half of the current regular rate.

On-*site services may be provided at an additional charge, plus time and travel expenses.*

***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

Support Incident Submissions: Submit support request directly by email to support@bptechnologies.com or via our website at www.maxtoolkit.com/support. Please include 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
- ✓ Screen shots or error messages, if applicable

A BPT ticket number will be issued through our ticketing system for tracking and management of your request through its completion. You will be notified via email and must retain the ticket number in the subject and support@bptechnolgies.com in the distribution for emails related to each specific incident.

Lapsed Customer Service Plan:
BPT Support is not provided for any tool that is not covered under an active CSP. Once your CSP is lapsed, you will only have access to the version of the BPT tool(s) that were covered at the time your plan expired and only if that version is currently supported. Until your CSP is reactivated, you will not have access to any later versions of the tools that will include additional functionality or compatibility with later MAX ERP releases. If assistance is needed and your annual CSP has lapsed, Consulting Services will be required and may be billed at a 10% rate higher than BPT's current standard rate, depending on the nature and complexity of the issue.

Reactivate Customer Service Plan:
To reactivate a lapsed CSP, you must pay a 'lapsed plan fee' of 22% per year of the lapsed timeframe, plus the prorated cost for the current year. The lapsed plan fee will be based on the current list price of each tool at the time the CSP plan is reactivated.