

# MERIDIAN

## Standard Service & Support

### Support:

Meridian provides service and support options for our customers to ensure continued operation of these products. Our inhouse Support staff are here to help and answer your questions and help you through your issues as they arise.

### Hours of Support:

- Troubleshooting and warranty support available M-F, 8am to 5pm ET
  - Tier 1 support available by phone at 910-944-1751 ext. 2
  - Tier 2 support available via Help Desk ticket at help@mzero.com
- Standard troubleshooting support covers basic testing for hardware peripherals and Meridian-built software. Design, engineering, and development defects escalated to appropriate team.

### Support Response Times:

Time measurement begins when Supplier is first contacted by the customer. Time frames stated in days are contiguous calendar days. These response times would be applied within standard business hours 8am-5pm Monday to Friday and would roll over to the next business day.

Priority Level	1-Critical	2-Urgent	3-Routine
Priority Level Definition	A problem that critically impacts the Customer's ability to do business. A significant number of users of the system and/or network are unable to perform their tasks as necessary. The system and/or network is out of service or severely degraded.	A problem that impacts the Customer's ability to do business, the severity of which is significant and may be repetitive in nature. A function of the system, network or Hardware is impacted.	A minor problem that negligibly impacts the Customer's ability to do business. Also includes questions and/or general consultation.
Initial Response to Customer	2 hours	4 hours	48 hours
Status Updates to Customer	Every 4 hours	Daily	Every 2 days
Targeted Resolution (dependent on part availability)	1 day (If no parts replacement is required)	4 days	8 days
Example	Failure of all doors to be used or no response from system screen to any inputs.	Failure preventing a column of doors to be unavailable or Printer failing to print.	Single lock failure – Preventing single cubby from being used

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### **Onsite Service Technician:**

Meridian Can provide onsite technical services for component replacements and onsite troubleshooting of issues.

### **Response Times:**

48-hour response – 8am -8pm Technician availability

Hour rate – Dependent on location in vicinity to major metropolitan area

### **Bundle Tech Visit Option**

(Location predefined and priced accordingly relative to vicinity to major metropolitan area):

5 visits/yr

10 Visits/yr

Other quantities upon request.

Note. Yearly Bundle tech visits purchase do not rollover unused visits from year to year

### **Standard Warranty Support:**

- Warranty support includes approving and issuing hardware RMA's under our Return-to-Depot policy. Customer responsible for uninstalling and shipping RMA hardware. Diagnosis on repair or replacement within 30 days of receipt.