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EdgeTech Policy for Engineering Services

EdgeTech provides technical advice and support, at no charge for the following activities:

- Explanation and clarification of EdgeTech Product specifications.
- Answering questions on EdgeTech's specifications, documentation and interfaces. (within reason)
- Understanding customer requirements and recommending/explaining the right product solution.
- Command & Control and Data Formats for EdgeTech systems and sub-systems (under terms of a Confidentiality Agreement).

EdgeTech charges for:

- Participating in the system design, with the customer, where EdgeTech helps to determine the customer's other system components and how they may be integrated by the customer.
- Creating specifications and or code for system elements that EdgeTech does not supply.
- Troubleshooting/debugging of the system beyond EdgeTech's interfaces or including EdgeTech's sub-systems when the root cause of the problem is outside the elements supplied by EdgeTech.
- Troubleshooting and repair to EdgeTech sub-system elements where customer's other systems/elements have damaged the EdgeTech systems/components.
- Participation in changing overall system designs to correct system design failures.
- Expenses related to chargeable items. (travel, subsistence, telephone, etc.)
- Operational and System Maintenance Training