



Customer Service Procedures

ImageMap Inc. is dedicated to providing the best technical support and service to our customers. To obtain assistance, customers can call our Technical Support Center at (803) 213-1200 extension 50 Monday through Friday from 8:00 AM EST to 5:30 PM EST or send an email to our dedicated customer service account at techsupport@imagemap.com.

Our technical support system works as follows:

- Either call or email our support center. Customers should provide the following information.
 - ✓ Company Name
 - ✓ Requestor's Name and Phone Number
 - ✓ Car Number (if applicable)
 - ✓ Brief Description of the Problem.
- Upon receiving a customer's request, ImageMap personnel open a service report and assign a case number. The customer will receive an acknowledgement of the service request along with the case number.
- Our clerk then passes this to our Service Manager who assigns an Engineering Technician to the case.
- The Engineering Technician contacts the Service Requestor, informs them of the equipment warranty status and works through the problem until resolved.
- The Engineering Technician coordinates with our developers, if required, but they stay with the case until resolved. If the case is not concluded in a 24 hour period, the Engineering Technician informs the Service Manager and the customer of the status.
- The Service Requestor may be required to send data to ImageMap or perform various tests to identify and resolve the problem.
- If in-house repair work is required, the Engineering Technician will provide an RMA number to the Service Requestor. Equipment returned to ImageMap that is not under warranty will be evaluated and a repair cost estimate will be provided. The customer must provide a purchase order for the repair before ImageMap performs the work and returns the repaired unit.
- If an onsite service call is required, the customer must provide a purchase order for the service call and related travel expenses.
- The Engineering Technician will send the Service Requestor a copy of the service report upon conclusion of the case.

Warranty Period

- There is no charge for service assistance during the warranty period.
- Travel expenses are billed at cost during the warranty period.

Maintenance Agreements

- ImageMap recommends that all customers maintain an extended support and software license agreement with ImageMap for each system in service. This provides for telephone support, software upgrades, documentation and quarterly maintenance visits to the machines in the field. Please contact ImageMap for a quotation on this service.
- Customers without an extended service and software license agreement will be billed for technical support and software upgrades on a case by case basis.