

## Support Call Charge Structure

Updated 8.30.18

Support call charges will accrue hourly with rates based on whether the calls are placed during **STANDARD HOURS** (*calls placed during regular EST business hours*) or **EMERGENCY HOURS** (*calls placed during nights or weekend hours*) timeframes.

Note that free support service is available via email and customer opened support cases, provided these cases can be resolved in two or less responses.

### ***Procedure: For Standard Support Calls (Business Hours)***

Customers calling the support line during normal Tommy Car Wash Systems business hours will be made aware of the charges that will occur and will be notified that the conversation may be recorded for quality and training purposes.

The time recorded will be the time billed to the customer at \$100/hour. Minimum of .5 Hours per call. If the call regards equipment that is currently under warranty the service fee will be discounted to \$0.

### ***Procedure: For Emergency Support Calls (Afterhours)***

Customers calling the emergency support line outside of normal Tommy Car Wash Systems business hours will be made aware of the charges that will occur and will be notified that the conversation may be recorded for quality and training purposes. Support team members will be available on company cell phones to provide assistance.

The time recorded will be the time billed to the customer at \$150/hour. Minimum of .5 Hours per call. If the emergency support call regards a piece of equipment that is under warranty and is defined under our emergency support priority document as "Critical Priority" or "High Priority" the service fee will be discounted to \$0.

Note that Fees will still be incurred for "Reduced Priority" or "Inquisitive Priority" afterhours support calls regarding warrantied equipment.

### ***Disclaimer:***

*Diagnosing and repairing car wash equipment can be hazardous and should only be performed by authorized personnel. Tommy Car Wash Systems is not liable for any damages or injuries that may result from the use of this or any other support information or guidance. All repair or support of your car wash equipment is undertaken at your own risk. For more information, please read our complete Terms of Use (available on the [tommycarwash.com](http://tommycarwash.com)).*

## **Support Case Priority Levels**

### **Critical Priority**

- Site is down, inoperable without risking serious damage to staff, vehicles or equipment. Unable to by-pass/work around problem to continue processing.
  - Conveyor won't run
  - Hydraulics won't turn on
  - Major sensor failure
  - Etc...

### **High Priority**

- Equipment is malfunctioning but the problems can be bypassed to maintain safe operation. These issues substantially impact wash quality or services.
  - Major component failure
  - Pulse sensor issues (can turn to auto pulse)
  - Wrap brush motor leaking/hydraulic hose burst (can be bypassed by dropping the brush and running without)
  - Etc...

### **Reduced Priority**

- Equipment is working properly but with nuisance issues. Does not substantially impact wash quality or capabilities.
  - iPad unable to connect
  - Entrance TV problems
  - Function control questions
  - Etc...

### **Inquisitive Priority**

- Questions regarding equipment function, control functions, or fine-tuning.
- Customers calling to discuss issues, techniques, or concerns they find relevant.