

Advanced Support Program 5-Year Membership Agreement



This entry form shall serve as a membership agreement for the Advanced Support Program. This form is for original machine purchases only. By signing and submitting this entry form, the customer agrees to the terms and limitations of the program as stated in the program literature. The program will start upon the original machine(s) shipment date and will continue until the additional 5-year duration is exhausted. The customer will then have the option to re-enroll the machine on the standard Advanced Support Program plan. (Please Reference the payment chart).

<u>Machine Qty.</u>	<u>5-Year Fee</u>
1 -----	\$10,000 per machine
2 to 5 -----	\$9,000 per machine
over 5 -----	Contact Thermwood
Note:	
<ul style="list-style-type: none"> • New machine purchases include a 1 year membership of the Advanced Support Program at no charge. The above fees are for an additional 5 years equaling a total of 6 years of the Advanced Support Program. <i>That's an additional 5 years for the price of 4 years.</i> • Machine quantities are based on single site locations. 	

Machines enrolled in the program shall receive the following:

- Virtual Service (A Powerful Audio and Video Troubleshooting Service Link... See Details in Literature)
- SuperControl software upgrades
- SuperControl warranty on parts (Excludes Drive Modules, Frequency Converters, and Air Conditioners)
- Free on-site service labor to repair or replace any part of the Machine or Control proven to be defective (Machine must be connected to Virtual Service, Applies To Machines Residing In The US Only, Excludes routine maintenance items)
- 20% discount on replacement machine parts from our field service department

Company Name ↑

Mailing Address ↑

Phone # ↑

Fax # ↑

E-Mail Address ↑

List qualifying machine(s) for membership ↓

Machine quotation # :
Machine quotation # :
Machine quotation # :

Authorized Personnel (Please Print) ↑

Authorized Signature ↑

Date ↑

Thermwood reserves the right to exclude any company from membership in the program. Thermwood reserves the right to revoke program benefits during periods when any outstanding invoice(s) are more than 30 days past due without reimbursement of said benefits once invoices are back in good standings. Thermwood also reserves the right to discontinue the program or change any other aspects of the program at any time with 30 days written notification. Sales tax or duties (if applicable) will be billed to customer. Customer pays travel expenses and per diem for all labor warrantees.