



INFRARED CAMERAS INC

Thermal cameras are powerful scientific instruments, so it's important to consider the highest quality of care, including annual calibration services which are a requirement of the FDA 510(K) clearance. ICI offers standard customer care services, but for most enterprises, agencies, healthcare systems consider and choose the **ICI Master Service Agreement** to ensure the highest standard of accuracy, protect your investment on thermal cameras and comply with FDA 510(K) guidelines.

	OPTION 1: MASTER SERVICE AGREEMENT	OPTION 2: STANDARD CUSTOMER CARE
ISO VALIDATION	ISO 13154 remote site validation.	ICI to provide link to ISO 13154 to comply with.
CUSTOMER SUPPORT HOURS	6 am – 10 pm EST Monday-Friday. 8 am – 8 pm EST Saturday-Sunday.	9 am – 6 pm EST Monday-Friday. No help on weekends.
REPLACEMENT SERVICES	Overnight service if requested before 3 pm EST. No charge for repairs or replaced equipment.	Customer must ship product to ICI, ICI will diagnose within 7 days. Customer will approve repair or replacement, and the work order will begin right away. Customer will pay for shipping of repaired product or replacement. Typically a 2-4 week process.
TRAINING	Training throughout the year when required (IE: New Employees).	Training manuals for the software and hardware.
FREE SOFTWARE UPDATES	YES.	NO.
ASSISTANCE	Remote access assistance where available.	Phone access/walkthroughs.
TEMPERATURE REFERENCE SOURCE EXCHANGE (AKA BLACK BODY)	ICI sends the replacement at no charge (\$1,000 value). FDA requires documentation of annual calibration assessment.	Customer must send temperature reference source to be recertified. Typically 2-4 week process.
SHIPPING	All shipping on returns and Black Body exchanges are free.	Customer responsible for all shipping.