

Life Cycle Plans

3, 4 or 5 Year Kiosk Refresh Programs Available

Keeping Your Devices And
Kiosk Fresh And Current Is
As Easy As ... 1, 2, 3



**Automatic Kiosk Upgrade
At No Additional Cost!**



Service Levels

All Service Plan Levels below include Free Parts

Replacement as needed. In addition, for any unresolved issue for which LaptopsAnytime™ determines is warranted, a Service Technician will be dispatched at no additional charge at the Company's discretion. Other unrelated issues will incur an hourly charge to include travel.

Platinum Plus 3 Year Refresh Program *

15% Annual Fee of Total Equipment Cost

Our most comprehensive plan, offering you the same benefits of Platinum coverage with additional discounts on labor, SmartBay™ upgrade designs, and free installation of newly designed SmartBay™ hardware.

Additionally, you receive a dedicated support engineer assigned to your account.

- Next-Day Shipping for replacement parts plus on-site minor spare parts inventory.
- Free SmartBay™ Upgrade Once every 3 years.

Note: Choose from available list (always changing) of laptop/tablet models at No Charge or incur a \$2,000 (per design) Non-Recurring Engineering fee.

On-site support at \$65Hr.

Platinum 4 Year Refresh Program *

12% Annual Fee of Total Equipment Cost

Offers maximum value, offering you the same benefits of our Gold coverage with additional discounts on labor, new SmartBay™ design, hardware upgrades, and next-day shipping on parts.

- Next-Day Shipping for replacement parts.
- Free SmartBay™ Upgrade Once every 4 years.

Note: Choose from available list (always changing) of laptop/tablet models at No Charge or incur a \$2,500 (per design) Non-Recurring Engineering fee.

On-site support at \$75Hr.

Gold 5 Year Refresh Program *

9% Annual Fee of Total Equipment Cost

Our most economical package for SmartBay™ Kiosks, offering you additional discounts on labor, new SmartBay™ design, hardware upgrades, and faster shipping on parts.

- 2-Day Shipping for replacement parts.
- Free SmartBay™ Upgrade Once every 5 years.

Note: Choose from available list (always changing) of laptop/tablet models at No Charge or incur a \$4,000 (per design) Non-Recurring Engineering fee.

On-site support at \$100Hr

* For current list of laptop / tablet models that do not require a new SmartBay™ Non-Recurring Engineering fee, please see: laptopsanytime.com or call 1-877-836-3727