



All Headend Equipment Maintenance Program



7705ii MultiNet Receiver (MNR) • 8705 IntelliNet Network Control Center (INCC) • 7170-EM (UL) IP Links • 7177H-88-ULP Hybrid Subscriber

Service Plan Feature Highlights	No Maintenance	All Headend Equipment
Emergency Support Center access, 24 hours a day, 7 days a week, 365 days a year	X	✓
Loaner equipment for head-end products out of warranty <i>*Terms & Conditions may apply, varied by product</i>	\$750/Loaner (MNR) \$500/Loaner (IP Link)	✓
Receive major and minor release upgrades	X	✓
A dedicated Support Expert from the AES Technical Support team	X	✓
Up to 8 hours of private online training (CEU Unaccredited Credits and Certificates) with AES Training Academy	\$110 per hour	FREE
Annual 1-Day (8-hours) On-site Training with AES Training Academy	\$1,000 per day	FREE
Annual Network Health Analysis with Technical Support	X	✓
Central Station Dealer Support that includes a Network Health Analysis	X	✓
Reduced fee for branches when maintenance is purchased by a parent company	X	\$500 per branch
Advanced replacement for Subscribers*	X	✓
Advanced replacement for Hybrids*	X	✓
Advanced replacement for IP Links*	X	✓
Advanced replacement for MultiNet Receivers*	X	✓
Advanced replacement for 7706-ULF Integrated Fire Monitoring System *	X	✓
Provide a FedEx shipping label for in-warranty repairs	X	✓
Priority repairs and 20% off the repair total	X	✓

*Product must be within first year of purchase.

All Headend Equipment Maintenance Program

Enrollment in the AES Maintenance Program requires separate agreements for each individual branch/location based on the master account Dealer (DLR) Number. Maintenance Program agreements are valid for one year and customers will be notified of upcoming expiration date 60 days prior to the end of the relevant term. Cancellation of Maintenance coverage requires written notice of termination at least 30 days prior to the end of the relevant term.

Emergency Support Center access, 24 hours a day, 7 days a week, 365 days a year

Access to an on-call support technician between the hours of 8:00pm and 8:00am EST, Monday - Friday and 24 hours on Saturday and Sunday. Support on Holidays is for inoperable IP Link/ Hybrid and/or MNR/INCC when a network is down.

Loaner equipment for head-end products out of warranty

Applies to IP Link and Receiver equipment only. Loaner units that are not returned will be billed at full price. *Terms & Conditions may apply, varied by product.*

Receive major and minor release upgrades

Access to releases that significantly improve the product and/or add significant new functionality and minor enhancements.

Up to 8 hours of private online training (CEU Unaccredited Credits and Certificates) with AES Training Academy

Private Online training with AES Training Academy is provided in increments of 2 hours and must be scheduled at a minimum of 30 days in advance with AES Technical Support. Hours are only valid during the year of current Maintenance Program and cannot be carried over. These sessions include a training instructor and the necessary Infrastructure to conduct Online training i.e., GoToMeeting/Zoom. All topics must be relevant to AES products.

(\$110 per hour without maintenance program)

Annual 1-Day (8-hour) On-site Training with AES Training Academy

On-site training with AES Training Academy at customer location. Training must be scheduled at a minimum of 60 days in advance with AES Trainer. \$500 for first day and then \$1,000 for each additional day with IP Link/ Hybrid program. Customer is responsible for travel costs.

(\$1,000 per day without maintenance program)

Annual Network Health Analysis with AES Technical Support

Access to AES Support for assistance with network planning and/or optimization services. AES will help with direction on the placement of IP Links and/or Subscriber units to ensure optimal network performance. Planning sessions must be scheduled at a minimum of 30 days in advance with AES Technical Support.

Advanced replacement for Subscribers

AES will send customer a replacement board. This applies to 7744F/7788F, 7707P, 7058E, 7007P products that are within the first year of purchase.

Advanced replacement for Hybrid Subscribers

AES will send customer a full unit replacement within 3 business days. Product will ship overnight and must be within the first year of purchase.



All Headend Equipment Maintenance Program

Advanced replacement for IP Links

If an IP Link goes down, AES will send customer a replacement plate assembly within 24 hours. Product will ship overnight and must be within the first year of purchase.

Advanced replacement for 7706-ULF Integrated Fire Monitoring Systems

AES will ship an advanced 7706-ULF integrated Fire Monitoring System replacement for a failed field unit via ground at AES's expense. Fees for faster shipping methods will be billed to the customer. Requests for advanced replacement will be processed within 24 hours. Applies to product within the first year of purchase.

Provide a FedEx shipping label for in-warranty repairs

If any product that is under warranty needs repair, AES will provide a FedEx shipping label for ease of shipment upon request.

Priority repairs and 20% off the repair total

AES will provide priority service on all repairs in addition to 20% off the repair cost of all non-warrantied products

Contact Us

Contact your local sales representative for pricing and to learn more about AES Maintenance Programs.

E: sales@aes-corp.com

P: (800) 237-6387

All Headend Equipment Maintenance Program Exclusive Offerings

Reduced fee for branches when maintenance is purchased by a parent company

If a Maintenance Program is purchased by a parent company, each additional branch under the parent company's umbrella will pay a reduced fee for maintenance.

(\$500 per branch)

A dedicated Support Expert from the AES Technical Support team

Access to a dedicated AES Support Expert who is familiar with your private licensed network. Your AES Support Expert will be your primary contact for technical support, as well as the main contact for AES-MultiNet/INCC Receiver support. In addition to as-needed support throughout the year, your dedicated AES Support Expert will coordinate quarterly meetings to proactively review your monitoring hardware and/or software.

Central Station Dealer Support that includes a Network Health Analysis

AES will provide Technical Support to Central Station Dealers who do not buy direct. For any returns the Return Material Authorization (RMA) must come directly from purchaser.

Advanced replacement for MultiNet Receivers

If a MultiNet Receiver goes down, AES will send purchaser a replacement unit within 24 hours. Product will ship overnight and must be under warranty.

Program is for North America only. Prices subject to change.



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