



EXTENDED WARRANTY AGREEMENT

Specially Prepared For:
Greenridge

Authorized Representative:
Stratford Mgmt

Date: 8/17/22

The Signal Gates Extended Warranty Includes:

- o Automatic scheduled maintenance (Monthly, Semi-Monthly, Quarterly, Semi-Annual or Annual visits) to check all proper functions of your gate, mechanical, electrical, and emergency systems. Signal Gates will maintain your complete gate system.
- o Manufacturers recommended scheduled maintenance will be performed during these visits.
- o An on-site log will be kept. An On-Site log will be maintained by our service technician and updated with each visit. You will be able to check it at any time by visiting the log at each entrance (See Example in the Appendix).
- o Scheduled and Unscheduled maintenance will be performed during normal working hours at no additional charge— (Hrs. M-F, 7-4), provided the cause is included under the Extended Warranty Agreement.
- o The extended warranty allows you fast response from Signal Gates, Inc. for unscheduled maintenance, usually within 24 hours. For Emergency service, response time is within 4 hrs.
- o Repair or replacement of **all** equipment (examples include; Replacement Operator, Circuit boards, Component Chips, Motors, Extension Arms, Rods, Pulleys, Plates, Chains, Wheels, Gear Box, Phone Systems, etc.), and parts necessary to keep your system running smoothly are included in the extended warranty; including electrical and mechanical components. See exclusion section for any specific exclusions to this statement.
- o All normal Labor Costs are included in your warranty.
- o If your service call is covered under the Extended Warranty Agreement, you receive a discounted overtime rate for after hours, weekends and holidays. Currently \$115.00 per hour, this is a 54% discount from our normal overtime rate of \$250.00.
- o Electrical Surges **ARE** covered under this warranty.
- o A work order will be sent to you after each inspection for your property records.
- o **Data Maintenance for your system will be included (offsite only).**
 - ◊ The Attached forms will be used (See Appendix)
 - ◊ Any changes requested by you to your system will be made in the same day if requested Monday through Friday before 4:00 P.M.
 - ◊ Your system's data is maintained in our Signal Gates dedicated computers.
 - ◊ This data is not released to any outside individuals for your security.
 - ◊ Your data is backed up daily for security and safety.

What the warranty will not cover: Exclusions

- o Damage caused by vandalism, or misuse.
- o Theft.
- o Equipment obsolescence or upgrades to existing equipment
- o Damage caused by unusually high wind, flooding or other severe acts of nature
- o Mileage for unscheduled maintenance out of our service area, during and after business hours. (RATE 1.75/MILE ONE WAY)
- o Emergency, after hours, weekends and holidays are chargeable. After hours data maintenance is considered an emergency service call. We understand that problems do occur during these times when overtime is charged. As a benefit of owning the Signal Gates extended warranty we are reducing the normal overtime charges. The normal overtime labor rate is \$250.00 per hour. As an extended warranty customer, if the cause is due to a system component failure or malfunction or a data maintenance error on the part of Signal Gates, we will give you a discount on the overtime rate of \$135.00. **Your overtime rate will only be \$115.00 during after hours, weekends, and holidays. That's a 54% reduction in cost.**
- o Remotes and remote batteries.
- o Paint or sealing of Gates or fence.

Qualifying to become a Signal Gates Extended Warranty Customer

Signal Gates, Inc. is the prestige gate operator company. We will offer you the finest value for your money in gates systems. We will listen to what you want, and offer you the automatic gate system which best meets your wants and needs from the many available. That being said, we do not offer our extended warranty to all customers. The Signal Gates Extended Warranty is only available to qualified systems. Contact a Signal Gates representative to find out if your system qualifies. Signal Gates has a short questionnaire to determine if an extended warranty and which maintenance option is suitable for you. Extended Warranty costs vary from property to property depending on the type of equipment that has been installed. Some gate systems will require a startup fee or upgrading to qualify for a warranty and meet the Signal Gates high standards.

Payments for Warranty

Payments for Extended Warranty must be made by the 1st day of each month. Billing will be sent prior to due date. A direct bill paying system can be created to insure that your payment is not late. Non-payment, or history of past due more than 30 days, will result in cancellation of your warranty. There may be an added fee to re-qualify for the Signal Gates Extended Warranty.

Termination

Either party may terminate the Signal Gates Extended Warranty agreement with a thirty day written notice.

Extended Warranty Pricing

Property Name: Greenridge
Authorized Representative: Stratford Mgmt

Analysis and Review: Notes and Conditions of Extended Warranty

- Please INITIAL & SIGN below if you wish to accept the Extended Warranty agreement
- Please do not hesitate to call with any questions

Based on this information, your Extended Warranty Pricing is listed below:

Pricing	Previous Rate	Updated Rate as of Dec 2021	Initials
Start Up or Initial Work			
Extended Warranty	\$255.00	\$305.00	
Total for Each Month	\$255.00	\$305.00	
Start Date			

Initial items above to accept extended warranty fees, **and sign below.**
Signing below acknowledges understanding of the agreement

Print Name: _____

Print Name: Ken Miller

Title: _____

Title: Office Admin

X _____
Authorized Representative Signature

X Ken Miller
Signal Gates, Inc. Authorized Representative

Date: _____

Date: 8/17/22

Data Maintenance



Your gate system has a computer data link that needs to be monitored for changes and history. Each of your resident's remotes or cards has a unique code assigned to it. The Gate Computer recognizes if it is entered in the system and permits access. System features are also accessed through this database such as time zones, vendor codes, system clock etc.

Each database is maintained and priced individually. Pricing is based on the number of units for each phone system and is added to the Extended Warranty. For example: An East and West gate that contain the same information but are maintained as two systems, and therefore shall be charged as such.

Reports on the information stored at each gate can be printed and sent upon request.

Data Maintenance Without the Extended Warranty Program

◇ **\$ 50.00 TO CONNECT PLUS \$ 3.50 PER TRANSACTION**

(ADDITIONAL PHONE SYSTEMS \$25.00 PLUS \$1.75 PER TRANSACTION)

◇ **EQUIPMENT INFORMATION MUST BE FURNISHED**

- SYSTEM PHONE NUMBER
- SYSTEM MEMORY
- SYSTEM BOARD



◇ **TO ACQUIRE INFORMATION WILL OCCUR ADDITIONAL COSTS**

- THIS INCLUDES HAVING A TECH COME TO THE PROPERTY TO GET INFORMATION
- THIS INFORMATION WILL THEN BE KEPT FOR FUTURE USE

Welcome to Signal Gates **Extended Warranty and Data Maintenance Program!**

There are a few things you should know to help things go smoothly and avoid upset residents:

- ◇ Residents must contact their property manager to obtain the correct forms to have any information entered into the gate system.
- ◇ Signal Gates can sell remote entry devices directly to residents however, Signal gates needs the property management company to authorize us to activate them for the community.
- ◇ Residents should also contact their management company for instructions on using the gate system.
- ◇ Property managers can obtain all forms and instructions by calling Signal Gates.

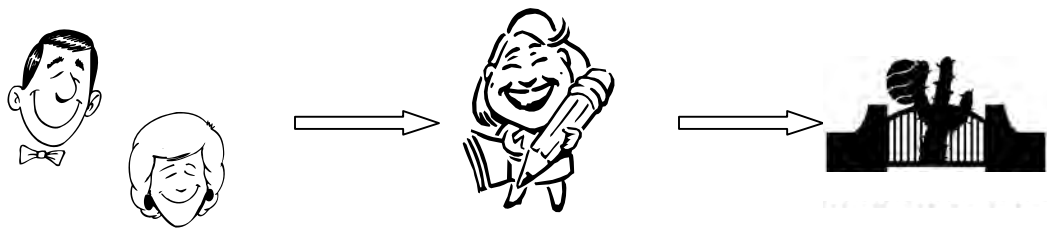


Signal Gates does not assign codes:

- ◇ We maintain the community's database from written requests originating from the property management company.
- ◇ Residents may choose their own code or be assigned one by their property manager.
- ◇ Remotes given to the property manager or purchased in bulk will not work until Signal Gates receives paperwork assigning the device numbers to their users.
- ◇ Any new or changed entry codes or hold open times must be faxed on the appropriate forms to Signal Gates.
- ◇ Changes to codes and timers will not be entered over the phone. Residents wanting to change or add information will be redirected to their property manager for the correct forms.



Only an authorized contact can request service on the gates. Signal Gates maintains a list of all authorized parties for each community; please make sure to keep your list updated by informing us of any personnel or board member changes.



**Residents should always call their Property Manager first,
Who can contact Signal Gates if necessary.**

Authorized Contacts List

Property: _____ **Owner:** _____

The following list of persons are given permission to effect changes to the data base and schedule service for this property. These persons will be referred to as agents for the owner. Please be aware that for your benefit, persons who are not designated as agents will be asked to contact the owner or one of their agents to make the requests or changes to your system.

Extended Warranty :

Name:	Date Added/Deleted:	Verified by Signal Gates
1) _____	_____	_____
2) _____	_____	_____
3) _____	_____	_____
4) _____	_____	_____
5) _____	_____	_____
6) _____	_____	_____
7) _____	_____	_____

Data Maintenance Changes Contacts (If Different):

1) _____	_____	_____
2) _____	_____	_____
3) _____	_____	_____
4) _____	_____	_____
5) _____	_____	_____

By: _____

Its: _____

(Printed Name of Signer)

Date: _____