



INSTALLATION AND ON-SITE SERVICE CONDITIONS - USA & CANADA

1. **Subcontract:** SMS installation services are managed and subcontracted to Techlink Services, LLC., unless otherwise mentioned by SMS.
2. **Customer Requirement - Prior to installation:** The customer is responsible to have configured the Location, along with valid information, in T.M.A.S. or TMS software.
3. **Customer Requirement - Necessary Information:** The customer will fill the 'Required Information Form' with all necessary details: IT contact, location list, complete address, opening hours, valid phone number, full IP information, site details such as ceiling height, number of entrances and entrance width. Photos of the site entrances are strongly recommended and may be requested, at SMS/Techlink discretion. If the site information provided is inadequate or false, this may result in an abort fee of \$350 USD or extra charges while on site. IP information configuration of a device, before shipment, which is normally a billable service, is included free of charge when the device is installed by SMS/Techlink.
4. **Normal hours:** The installation of the traffic counter can be performed Monday through Friday between 8am and 5pm. Work that has to be performed outside of normal business hours will be billed at 1.5 times the normal rate (6pm to 10pm), 2 times the normal rate after 11pm up to 7am. Techlink will notify the client in advance of the installation date.
5. **Ceiling Height (Standard is 12 feet or lower):** Unless previously indicated, all onsite requests assume that work will be possible to be completed with a ladder allowing the technician to reach 12 feet high. For higher heights, rental of lift or extendable ladder is necessary and additional time and material costs will apply. Site Surveys are necessary for sites with ceiling higher than 12 feet when requiring SMS/Techlink to run the cable.
6. **Cable work performed by SMS - 100 Feet Included and we assume unobstructed run :** Installation where SMS is running a cable includes time & material for an unobstructed cable run of up to 100 feet of standard Cat5e cable. After which an extra \$1.85 USD per foot, including time and material will be invoiced. Plenum cable is available at \$2.50 USD /foot, time and material for an unobstructed run.



7. **Pre-Wired Site Guidelines:** Customer pre-wiring a site for a traffic counter installation must follow SMS guidelines available at <http://help.storetraffic.com/hardware/how-to-pre-cable-for-an-ip-traffic-counter-installation>. If guidelines were not followed, SMS will either attempt to correct the situation, subject to an overcharge of \$175 USD per hour, or may need to abort the site, subject to a \$350 USD overcharge.
8. **Travel charges** will apply for sites 30 miles (48KM) from Techlink nearest field technician. They will be communicated before booking, if applicable. A 30% surcharge to all installation fees is applicable for sites in the following locations: New York City and surrounding Burroughs, Long Island, North Dakota, Alaska, Hawaii and the Caribbean.
9. **Wait Time:** The location employees will need to be advised of the installation project by the client, prior to the technician's visit. Schedules and installation dates may be subject to change, although SMS/Techlink will do its best to adhere. Wait time to access a site is billable at the hourly rate (\$175 USD /per hour).
10. **Cancellation:** or a request to change the scheduled date, by the client and within 24hrs of the scheduled date, will be subject to an abort fee of \$350 USD.
11. **Communication Test & Equipment Configuration:** For customers where SMS/Techlink do not have access to their software for communication, the technician will wait and try to reach the customer contact for 15 minutes maximum, or the technician may have to leave site. Return fee will apply if technician is requested to return. If SMS/Techlink has access to the software, such as when using T.M.A.S. SaaS, SMS/Techlink will configure the equipment in the software.
12. **Equipment at Site:** The equipment will be shipped to the site to be installed. The customer is responsible for keeping the equipment in a secure location. SMS/Techlink is not responsible for the loss of the equipment.
13. **Union work & Permits:** On-site visits will be performed by non-union technicians. Any required licenses, permits are the sole responsibility of the customer.
14. **Airports:** Installation in Airports have strict requirements, all works in Airports are billable on a time and material basis.



15. **Firewall:** Firewall configuration is not provided nor is it within the scope of on-site service. Delay caused by inadequate firewall configurations or incorrect network information are billable at \$155 USD an hour.
16. **Connections:** 1 free electrical outlet and 1 free network port per camera. If you own a PoE Switch, only an available PoE port is required.
17. **Limitation of work:** SMS is not responsible for electrical or construction work (such as sanding & painting).
18. **Camera Calibration & Access:** Initial IP Camera calibration will be performed remotely by connecting to the technician laptop. Should cellular signal strength or other complications make this impossible, SMS will request remote access to the camera IP through a web browser will be necessary (VPN, TeamViewer, WebEx or other form of remote access).
19. **Service Call Parts:** Unless previously requested, the technician will not have any spare parts when going on a service call. Return visit if a part is deemed defective while on-site will be billable.
20. **Warranty:** Warranty on the installation and calibration is 90 days. Defective ceiling mounted equipment installed by SMS/Techlink, once confirmed defective by SMS technical support, will be replaced by a technician, paid by SMS, as long as the ceiling mounted equipment is mounted 12 feet high or less. Ceiling mounted equipment installed above 12 feet may incur charges.