

# IST Signature Service

---

Integrated Security Technologies, Inc. (IST) understands that you have a significant investment in your security management system. Maximize the value of your investment by adding **IST Signature Service** to cover all of your service needs, 24 hours a day, 7 days a week.

Compare **IST Signature Service** with warranty and non-service options below:

	No Service	Warranty Service	IST Signature Service
Type of Service	\$125 per hour <sup>1</sup>	limited parts/labor <sup>2</sup>	all parts/labor
Warranty	none	limited	lifetime
Hours of Service	7-4, M-F	7-4, M-F	24/7
Trip Charge	\$85	\$0	\$0
Response Time	none	none	2-4 hours
Priority Scheduling	-	-	•
Instant Loaner Equipment	-	-	•
Discounts on Future Purchases	-	-	•
Free Annual Inspection	-	-	•
Additional Manufacturer Support <sup>3</sup>	-	-	•
Risk Level	High	Medium	Low
Known Monthly Cost	-	-	•
Peace of Mind	-	-	•
100% Money Back Guarantee	-	-	•

• = included  
 - = not included

## Common Questions About IST Signature Service

---

Why should I buy **IST Signature Service** when I have a warranty?

Looking at the comparison above you can see that you get so much more with **IST Signature Service**, including 24/7 support, guaranteed response time, priority scheduling, and instant loaner equipment just to name a few.

What if I want to cancel **IST Signature Service**?

**IST Signature Service** come with a money-back guarantee. If at any time, for any reason, you want to cancel your plan all unused months will be promptly refunded.

Does **IST Signature Service** cover other equipment not installed by IST?

Yes it can. All of your equipment can be inventoried and added to the parts list for your account.

---

<sup>1</sup> This reflects our current labor rate; minimum service charge is one hour.

<sup>2</sup> Please refer to your proposal for limited warranty information

<sup>3</sup> Includes additional manufacturer support depending on your equipment (i.e. Lenel SUSP included, Alcatel-Lucent support included, etc.)