

Coolux Support Rules and Regulations

With effect from **1st January 2014**, there will be changes made to the Coolux support rules and regulation. All customers are to take note of the following:

Coolux Pandoras Box Demo Units

- ✚ Coolux demo units of servers and players belonging to Total Solution will only be used for customer support and at no times be available for rental.
- ✚ If there is a breakdown to a Coolux server or player within the warranty period, the demo unit from Total Solution will be loaned out to the customer, subject to availability or on a first come first served basis.
- ✚ If extra server or player is required, you can cross-rent from rental companies that have Coolux equipment. (Please request if you require the list of the Coolux customers)
- ✚ Please take note that exceptions can be only in special circumstances subject to Management approval.

Coolux Pandoras Box Purchase

- ❖ Each Coolux Server purchase will entitle the customer with maximum of 4 days personal training (up to 2 times within 6 months period) in customer's venue of choice.
- ❖ Each Coolux Player purchase will entitle the customer with maximum of 2 days personal training in customer's venue of choice.
- ❖ Each Coolux Software Player purchase will entitle the customer with maximum of 2 days personal training in Total Solution premises.
- ❖ Additional Coolux training will be charged at **\$450 per day** in Total Solution Premises.

Coolux Pandoras Box Technical Support

- ✓ Coolux technical support (programming) will be charged at **\$800 per 8-hour block**.
- ✓ Each Coolux Server or Player purchase will be entitled to 1 time technical support (programming) of up to 3 days maximum.
- ✓ For overseas technical support, client is to bear the air ticket, hotel accommodation and living expenses (food & transportation) for the Coolux specialist.
- ✓ All technical support requests (local and overseas) must be made **at least 4 weeks in advance**, subject to availability of the Coolux specialist.
- ✓ Coolux show operations (local and overseas) will be charged at **\$200 per hour**.
- ✓ All prior payments are to be made upon confirmation of technical support.
- ✓ Any additional payment incurred during show support will be invoiced to client accordingly.