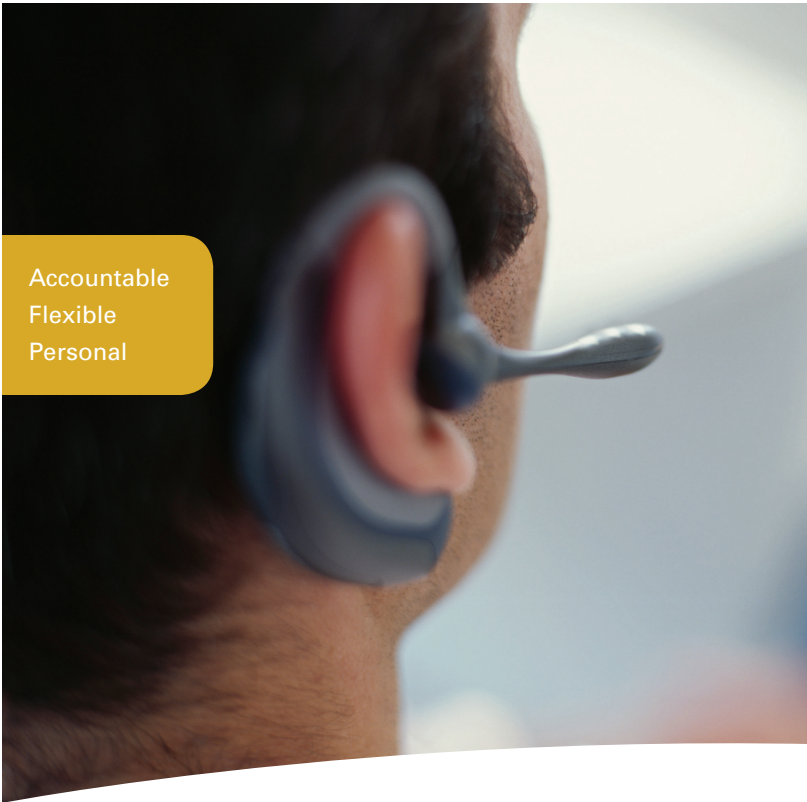


Gold-Service Plan

Next Day Service Level



Accountable
Flexible
Personal

All your safes, cash management and commercial key & lock services in one call

- A single point of contact and accountability
- National coverage for all brands of safes and key & lock hardware
- Service delivery tailored to your needs and processes
- Contracted service options customized to your requirements
- Consistent, accurate billing

Next Day Service Level (Gold-Service Plan)

Upon receipt of your call and problem diagnosis, if one of our technicians determines on-site service is required, service will be scheduled to arrive at your location within the next business day. Service will be provided from 8:00 a.m. to 5:00 p.m. in your local time zone. Monday through Friday excluding holidays.

If you choose the Next Day Service Level and the repair is approved, there will be an investment for this level of service to cover the Next Day emergency dispatch. Remember, if you are still under your One-Year Limited Warranty, your parts and parts-related shipping will be covered.

To learn more... about how to take your service arrangements to a new level, please fill out the form on the back of this sheet or give us a call at (800) 421-3086.

On-Site Response Time:

Next Business Day (Received by 2 p.m. CST)

Hours of Phone Support:

Sunday - 8 a.m. to 4 p.m. Local Time

Monday-Saturday - 8 a.m. to 8 p.m. Local Time

Service Performance Reporting:

Monthly on Standard Metrics

Parts, Labor and Trip Fees:

Contracted Discount Rates per Event

**Preventive Maintenance
(PM) Services:**

Contracted Discount Rates per Trip

Maximize Your Service Investment

Please fill in the information below and we will provide you a proposal for how FireKing Commercial Services can help you maximize the return you receive on your service investment.

Contact Information *(please print clearly)*

COMPANY NAME _____

TOTAL NUMBER OF LOCATIONS _____

NAME _____

STREET ADDRESS _____

CITY _____ STATE _____ ZIP _____

PHONE _____

EMAIL ADDRESS _____

FRANCHISER OR CORPORATE NAME _____

Service Level Options

TYPE OF PRODUCTS: _____ Traditional Safes _____ Cash Management Safes _____ Doors & Locks

RESPONSE TIME: _____ Same Day _____ 24-48 hour _____ 72 hour

PHONE SUPPORT HOURS: _____ 24/7/365 _____ M-F 8am - 8pm _____ Sat 8am - 8pm _____ Sun 8am - 4pm

SERVICE CONTACT: _____ Unique Phone/Email Assigned _____ Customer Care Center

REPORTING: _____ Daily/Weekly/Monthly As Requested _____ Monthly on Metrics

TRIP FEES: _____ Pay Per Visit _____ Covered in Full (1 Trip per incident)

PARTS: _____ Pay per Visit _____ Covered

PM SERVICES: _____ Pay per Visit _____ Up to 1 annually Included

Please either fax this completed form to (708) 293-6300 or email it to apm@fireking.com.
If you have any questions or would like to discuss arrangements for your unique situation please call us at (800) 421-3086.