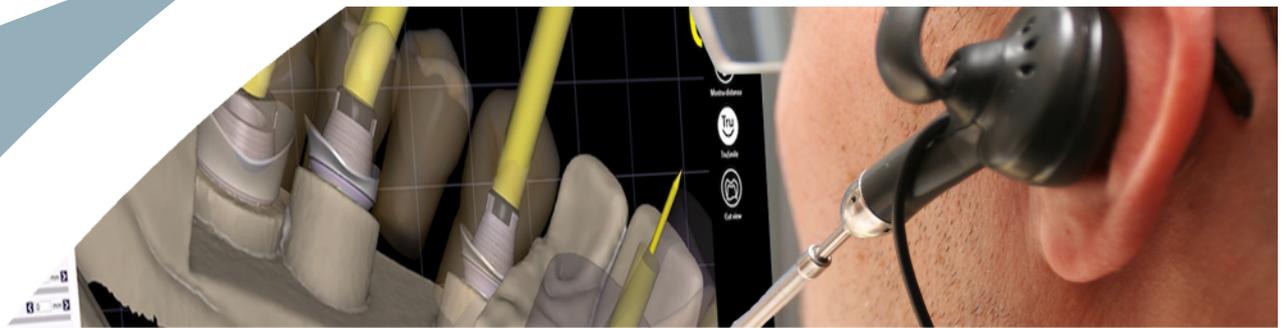
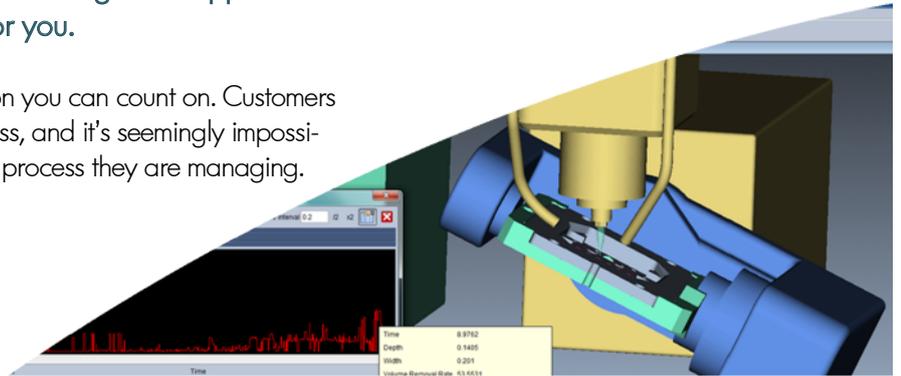


PersonalCARE Support Programs

Axsys Dental Solutions offers our valued customers a choice of four unique service plans to suit individual business requirements, from occasional expert assistance with our Bronze plan, all the way to complete coverage including Full-Service application engineer support with our Platinum plan. Whatever your needs, Axsys has a support plan for you.

Axsys Dental Solutions offers extended support for your installation you can count on. Customers like you tell us they are continually challenged to do more with less, and it's seemingly impossible to retain expertise in each and every machine operation and process they are managing.

Our PersonalCARE Support programs are geared to off-load these responsibilities—to give you peace of mind with practical, timely and responsive aid in those times you need advice or help.



Expert Guidance Tailored to Your Business

Only Axsys Personal CARE Support incorporates proactive support services that minimize your risk and enable you to maximize the functionality of your installation.

Key components of Axsys PersonalCARE Support can include:

- **Quarterly Tel-Well Meetings**—An Axsys Support Specialist will establish a quarterly teleconference schedule with you to review support entitlements, patch availability, upcoming software and hardware releases and answer any operational questions.
- **Access to a dedicated on-line portal**, providing multimedia access to numerous maintenance procedures, preventative maintenance and operational guides, software, templates, tips and techniques, and more.
- **Semi-Annual Operations Review**—Members of Axsys support and/or management teams will meet with you via teleconference to review your support satisfaction enhancement requests or progress, support statistics, etc.
- **Scheduled On-Site Support**—An Axsys Application Engineer will visit your site to evaluate machine performance, preform machine calibration and scheduled

maintenance (does not include parts).

Provide feature familiarization, supplemental training, answer any application software questions, address problems or other general consultancy to address your specific needs including: process integration and maximization of CAD/CAM workflows, training, maintenance, and troubleshooting performance. (i.e. spindle or axis drive replacement, tool sensors, etc.).

- **Live Remote Desktop Diagnosis**—Provides unlimited technical assistance for core hardware and software solution components. Using application sharing solutions such as GoToMeeting and TeamViewer, technical support engineers quickly resolve complex issues using screen sharing, chat and other tools.

PERSONALCARE SUPPORT LEVELS

Bronze Level — Provides unlimited phone, e-mail, and remote administration support for (2) designated support contacts. Machine, hardware, software bug fixes, software updates, and enhancements in addition to major release updates when available. (10) hours of service for hardware

and software operational problems, special cases, machining template and library modifications.

Silver Level — Provides all deliverables associated with Bronze Level for (4) contacts and annual Tel-Well meeting. (1) on-site visit by an Axsys Application Engineer to assist in any hardware and software concerns, major revision implementation or supplemental training. Includes installation and migration assistance and new feature review as well as discounts on on-site support. (15) hours of telephone support for hardware and software operational problems, special cases, machining template and library modifications.

Gold Level — Provides all deliverables associated with Silver Level for (6) contacts plus quarterly Tel-Well meetings, operations review, (2) on-site application engineering support visits to solve problems, answer questions to increase operational efficiency. Also includes discounts on classroom training. (20) hours of service for hardware and software operational problems, special cases, machining template and library modifications as well as discounts on training and on-site support. (20) hours telephone support.

Services	Bronze	Silver	Gold
Machining template customization and optimization	●	●	●
Tel-Well administrative meetings		●	●
Monitored case set-up & programming process review		●	●
Direct programming assistance/review for complicated cases	●	●	●
Machining template error corrections	●	●	●
Development of new implant platforms		●	●
Remote evaluation and validation of tool path	●	●	●
First opportunity for pre-release templates		●	●
Implementation of machine enhancements and new indications	●	●	●
On-site visits		Annual	Semi-Annual
Access to on-line preventative maintenance portal	●	●	●
Access to advanced on-line portal support portal		●	●