

- **Menu changes / Re-programming (Examples: add new items, move items, re-arrange, etc.)**
- **Changes to credit card processor, or credit card support calls for issues relating to interruption of internet or phone service**
- **Staff training or retraining of NEW employees**
- **Hardware or Software malfunctions caused by operator error or operator lack of knowledge or skill**
- **Rebuilding or overhauling equipment which is working properly**
- **Changes or alterations in specifications such as adjustments to Sales Tax or Wages**
- **Computer virus diagnosis or removal**
- **Replacement or repair of parts due to damage resulting from neglect, accident or abuse (Example: spills, water damage, clogged fans or vents, etc.)**
- **Defective Ribbons, Toner, Ink, Paper or other consumables**
- **Damage caused by hurricane, flood, earthquake, lightning strike, tornado, fire, or other natural causes**
- **Electrical power malfunctions or unauthorized connection of unspecified devices to any computer power circuit (Example: Neon sign or blender plugged into a computer power circuit)**
- **Configuration, connection, or repair of third-party equipment (including Cable, DSL or other Internet modems and components)**
- **Internet re-configuration (Example: computer is down after service work by your internet provider)**
- **Software Version Upgrades**
- **Corruption of Infinity-supplied software caused by unauthorized installation of 3<sup>rd</sup> party software**
- **NON EMERGENCY CALLS:** The following list includes some of, but is not limited to, the most common calls that are placed to Infinity which are **NOT covered under the Infinity Maintenance Program** and as such you will be billed for these types of calls.
  - Questions about how to run or interpret a report
  - Programming changes including MENU items, prices, modifiers, etc.
  - Employees- adding, removing, changing employee settings.
  - Credit Card issues caused by loss of internet service
  - For multi-station sites, if a single station is down, but you are still able to operate other stations.

# Infinity Business Systems

## ITEMS SPECIFICALLY COVERED UNDER MAINTENANCE CONTRACTS

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- Kitchen or Check Printer Failure
- Touch Screen Failure
- POS Workstation Failure (Hard Drive, Fan, Power Supply, Motherboard, Memory)
- Back-office or Server PC Failure
- Keyboard or Mouse Failure
- Back Office Printer Failure
- Network Switch Failure
- Router (Wired or Wireless) Failure
- Battery Backup Failure
- Kitchen Displays and Bump Bar Failure
- Barcode Scanner Failure
- Cash Drawer Failure (Lost Keys Not Covered)
- Handheld PDA's (provided by Infinity only)
- Cable Connections (excluding data cable itself)
- Infinity-supplied Software version or database errors
- Or, any other component supplied by Infinity at the time of original sale [or additional equipment added after the sale and amended to the existing system coverage agreement] which fails in the course of normal wear and tear to the product while used in the manner for which it was designed.

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**Summary:** Maintenance and repairs are covered for failures to equipment resulting from normal wear on the equipment while operating in the manner for which the product was designed. Other damages are not covered under the Infinity maintenance services and shall be billed to the customer.