Technical Support Program

We surprise our customers with timely, courteous and helpful assistance.
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Overview

The OHD technical support program exists to support our customers with relevant assistance needed in a timely and courteous manner. We try to make the support efforts as painless as possible for the customer. We intend to educate our customers and equip them with knowledge if and when the same issue should arise in the future. We strive to find ways to remove the possibility of confusion with the customer, or problems that need to be overcome.

OHD offers free technical support for each current-production instrument sold by the company, as well as many discontinued instruments. We believe that we have the best instruments and should also provide the best support. We believe that the process of obtaining help and support should be easy for our customers and not something that is dreaded. Therefore, we offer many ways to find answers.
Support Response Time

a. During regular business hours, 8:00 a.m. to 5:00 p.m. Central Time (excluding U.S. holidays), OHD will strive to
   1. Answer all calls in the order in which they are received
   2. Answer all voicemails and emails within 1 hour in the order in which they were received
   3. Follow up with phone calls or emails when we fail to reach a customer
b. Create a case to record and track the issue from start to resolution
c. Cases may be escalated when the circumstances merit atypical case handling

Support Offerings

1. Email: Responding promptly to questions that come in through email or through our website form
2. Phone: Answering phone calls and responding to voice mail
3. Knowledge Base: An organized and searchable web page of articles and information that will give the customer instructions for resolving common issues
4. Screen-Connect: If the customer’s computer system is able to connect to an outside source, this screen sharing capability greatly speeds up software troubleshooting issues, and allows our technical representative to do all the work
5. Literature sent with units: Quick start guide and adapter instructions
6. FaceTime/Video Chat: Allows the technical support representative to see a live session that may offer additional clues
Support Resources (self-service)

a. Website
   1. Knowledge Base: Kept current with most common questions that we receive. The instructions will be very detailed and understandable. In some cases, there will be a technical sheet that may be downloaded
   2. Adapters: Adapter matrix to determine which adapters are necessary for the interface of specific masks
   3. Software: Software that can be downloaded and updated at no cost
   4. Video Help: A training video for a fit testing overview, and short videos to explain questions most commonly asked
   5. Service: Self-serve service and calibration forms: Allows a customer to be totally self-serve when sending units in for calibration or repair

b. Software and manuals:
   1. Software, manual, and other resources on USB drive supplied with each purchased instrument
   2. Quick-start guides
   3. Robust Help features in the software

Support Includes

a. Ongoing support for any current products being sold by OHD, as well as some discontinued items
b. Support includes phone, email and Facetime support during OHD business hours, 8:00-5:00 Monday through Friday, Central Time (Central Standard Time [CST] = UT-6:00, Central Daylight Time [CDT] = UTC-5) (Excluding U.S. holidays)

c. If the instrument must come in for repair, Technical Support will be active with the OHD Service Department in evaluating the equipment
Support Does Not Include

a. On-premise visits
b. Paying for shipping costs
c. Full support for instruments that are obsolete or discontinued
d. Working with a customer’s personal computer problems, network issues, security limitations, or special installation requirements
e. 24/7 live support outside of business hours except for the self-help resources

Customer Responsibilities

a. In order to assist our customers, we ask that they be as helpful as possible in troubleshooting any problem
b. The customer is expected to provide details that are helpful in determining the current issue
   1. Screenshots
   2. Error messages
   3. Photos
   4. Serial number
   5. A detailed description of the actions that led up to the issue
c. Customers are to be in front of the instrument and/or computer when requesting support
d. Customers are expected to willingly follow the support representative’s direction.
e. The customer should allow the technical support representative to talk to the person with the actual problem or doing the actual testing as opposed to that person’s supervisor or co-worker
f. The customer should exhibit patience while allowing OHD to resolve the issue in a timely manner
Case Handling

a. The Technical Support department at OHD will create a case for each and every phone call, email, web form, and message that is received
   1. These cases are recorded in OHD’s customer management software, and has visibility across the company
   2. An escalation path will be initiated when the support or service merits atypical case handling
   3. Technical Support will review case metrics to determine best ways to communicate issues to customers or make changes to the software or instrument to avoid an issue altogether

Training

a. Training videos on website
   1. A main training video for a user’s overview
   2. Short videos to show customers any problematic tasks or items that are most commonly asked by our customers

b. Virtual or video conference
   1. Training can be performed through video share with smart devices
   2. Training can be performed through using web conferencing software

c. On-site training - OHD Technical Support can come to your facility to train for a nominal fee and travel expenses
Discontinued Equipment

a. FitTester 3000 service
   1. Calibration and repairs are still available for the FitTester 3000. Customer pays shipping both ways
   2. There are limited repair capabilities because of obsolete parts
   3. OHD may offer a trade-in discount toward an upgrade to the Quantifit
   4. For a technical support evaluation, customer pays for shipping to and from and a $95 Assessment Fee.
   5. For issues where a FitTester 3000 cannot communicate with a computer, the Technical Support Representative will send instructional documentation. However, the representative is not able to assist in the procedure because of limitations with the Windows operating system.

b. Discontinued equipment from other manufacturers that were sold through OHD
   1. OHD will support any instrument that the manufacturer still supports
   2. Beyond the instrument’s end of life, OHD will assist with problem solving unless the issue is beyond OHD’s control (old technology, obsolete parts, repair limitations)
Shipping Requirements

a. OHD takes no responsibility for customer shipping (unless round-trip shipping is purchased. See below)

b. OHD is not responsible for non-OHD items sent with the instrument to be repaired/evaluated

c. For repair or evaluation, an OHD Service Return Form must be included (an RMA is not required)
   1. To be submitted after talking to a technical support representative
   2. The Service Return Form must be filled out in its entirety, including payment information

d. OHD Round-Trip Shipping is available as a shipping option
   1. This is a program where OHD sends a UPS call tag to pick up your instrument at your door, and then returns it after completion of the service
   2. With Round-Trip shipping, OHD is 100% responsible for any damage during shipping, and your unit will be repaired or replaced promptly.
   3. Round-Trip Shipping oftentimes costs you less than the amount of shipping and insuring on your own
   4. Just leave your instrument in your case, and OHD and UPS does the rest

e. International Customers
   1. International customers will be determined on a case-by-case basis
   2. OHD can engage an authorized service center that may be more convenient to the originating location

UPS Guidelines for Good Packaging

You can help to ensure that your package arrives safely and on time with these packaging guidelines and procedures developed from UPS research.

- Use a rigid box with flaps intact
- Remove any labels, hazardous materials indicators, and other previous shipment markings on the box that are no longer applicable
- Wrap all items separately
- Use adequate cushioning material
- Use strong tape designed for shipping
- Do not use string or paper over-wrap
- Use a single address label that has clear, complete delivery and return information
- Place a duplicate address label inside the package
Appendix A: Warranty Procedures

See “Appendix B: General Terms and Conditions” for official details

a. New OHD-manufactured Instrument Warranty: 2 Years
b. All OHD Accessories: 1 Year
c. Non-OHD items/accessories 1 Year
d. Warranty After Calibration: 3 Months (Limited to specific circumstances related to operation)
e. OHD will provide shipping both ways in the first 3 months after the purchase of a new instrument
   1. OHD Technician must send customer a Warranty Repair form
   2. Unit will be repaired and returned to customer as a priority
   3. Unique cases may require a replacement unit
f. Between 3 and 24 months, the customer pays for shipping to OHD, OHD pays return shipping to customer if the warranty is validated
g. Under warranty there are no charges for parts or labor
h. For return after calibration, customer is responsible for shipping under most circumstances

Non-warranty procedures

a. Customer is responsible for shipping both ways
b. Customer pays for parts and labor
c. Technical Support evaluation, customer pays for shipping to and from OHD (can purchase round-trip shipping) and a $95 Assessment Fee which can be applied toward the cost of the repair.

End of life and end of support

a. The intention of OHD is to support our instruments as long as they continue to function
b. As units get older, there will be some limitations. Examples include, but are not limited to:
   1. When instruments no longer work with current Windows® operating systems
   2. When parts for repair are no longer available
   3. As technology advances, there may no longer be solutions for related issues
Appendix B: General Terms and Conditions

I. ACCEPTANCE TERMS AND CONDITIONS

The term “Order” as used herein means the total agreement between the parties arising out of Purchaser’s agreement to buy and the Seller’s (OHD, LLLP) agreement to sell the Goods described on the face of this quotation or acknowledgement. The Purchaser’s order is accepted expressly conditioned upon the following terms and conditions which may not be varied or added to, except by written agreement signed by an authorized representative of OHD, LLLP (hereafter referred to as “OHD”). Inconsistent or additional terms or conditions stated by Purchaser will not be binding on OHD, which reserves the right to reject any or all of the conditions materially altering this Order. Failure of Purchaser to specifically object to any of these terms or conditions prior to OHD’s acceptance of the Order shall constitute acceptance of these terms and conditions by Purchaser.

II. WARRANTY

A. OHD warrants that, at the time of delivery, the Goods delivered under this Order shall be free of defects in material and workmanship. OHD will repair or replace, at its sole option, any Goods found to be nonconforming with respect to warranty, if returned to OHD within the Warranty time period. This remedy is OHD’s exclusive remedy for breach of warranty.

B. Warranty Time Periods

1. New Products manufactured by OHD: The warranty time period shall be two (2) years from the date of shipment by OHD, except as noted below.
   i. Extended for eleven (11) months when shipped to a USA domestic distributor; or
   ii. Extended for forty-five (45) days when shipped to an international distributor.

2. New Products not manufactured by OHD: The warranty time period shall be the time period provided by the manufacturer of that product. This includes commercial off-the-shelf products that are accessories for OHD manufactured products.

3. Refurbished products warranty: The warranty time period shall be 180 days from date of shipment by OHD.

4. Exceptions to the above warranty time periods: Purchaser extended warranty options.

C. This warranty does not cover components that are expendable in normal use, and that have an unpredictable service life, such as but not limited to batteries, fuses, lamps, and diaphragms.

D. This Warranty shall be null and void on any product which:
   a. Is operated or used in excess of the product’s operating specifications; or
   b. Is not properly maintained in accordance with its maintenance manual or specifications; or
   c. Has been repaired or modified by persons other than authorized OHD personnel; or
   d. Such work is unauthorized in advance in writing by OHD; or
   e. Has been damaged, abused, or misused.

E. Warranty on Service and Repairs:

1. Goods, which have been repaired or replaced during the warranty period, are warranted only for the remainder of the unexpired portion of the original Warranty period.

2. Repairs or service provided prior to warranty: 50 days from date of shipment by OHD.

3. Round Trip Shipping Warranty: OHD will repair or replace, at its sole option, items damaged in transit when this service option is used. The warranty is only valid for OHD supplied items that have been listed on the OHD Service Return Form. Non-OHD supplied items, such as but not limited to laptops, respirators, etc., that are included in the shipment are excluded from this warranty.

4. Representations and warranties made by any person, including distributors and representatives of OHD, which are inaccurate or in conflict with the terms of this Warranty, shall not be binding upon OHD unless presented in writing and signed by a Vice President or the President of OHD.

F. OHD SHALL NOT BE LIABLE FOR DIRECT, INDIRECT, CONSEQUENTIAL, INCIDENTAL OR OTHER DAMAGES RESULTING FROM THE SALE AND USE OF ANY GOODS AND SELLER’S LIABILITY HEREUNDER SHALL BE LIMITED TO REPAIR OR REPLACEMENT OF ANY GOODS FOUND DEFECTIVE.

H. THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR USE OR FOR A PARTICULAR PURPOSE, WHICH ARE HEREBY DISCLAIMED AND CONSTITUTE THE ONLY WARRANTY OF OHD WITH RESPECT TO GOODS SOLD OR DELIVERED UNDER THIS ORDER.

I. PURCHASER IS SOLELY RESPONSIBLE FOR DETERMINING THE SUITABILITY OF OHD PRODUCTS FOR PURCHASER’S USE OR REUSE, OR FOR INCORPORATING OHD’S PRODUCTS INTO SYSTEMS, PRODUCTS, OR FOR APPLICATIONS WHICH PURCHASER DESIGNS. PURCHASER MUST TEST ALL PRODUCTS UNDER ACTUAL SERVICE CONDITIONS TO DETERMINE SUITABILITY FOR A PARTICULAR PURPOSE.

III. RETURNED GOODS POLICY

Purchaser is responsible for shipping any returned goods to OHD’s facility. All returned Goods must be returned in original packaging and in good condition. Return shipping charges are the responsibility of Purchaser unless otherwise agreed upon by OHD in writing.

IX. INSPECTION

The Purchaser shall inspect and accept any Goods delivered pursuant to this Order within thirty (30) days after receipt of such Goods. In the event the Goods do not conform to any drawings, designs or specifications which are expressly applicable to this Order, the Purchaser shall promptly notify OHD of such non-conformity in writing, and such request for inspection will constitute the sole and exclusive remedy of Purchaser for such non-conformity. Purchaser’s failure to give such notice within such thirty (30) days after delivery shall constitute acceptance of the Goods by Purchaser.

X. ASSIGNMENT

Purchaser shall not assign rights under this Order without the written permission of OHD.

XI. FORCE MAJEURE

Neither party shall be liable for its failure to perform hereunder due to any contingency beyond its reasonable control, including, but not limited to, acts of God, fires, floods, war, sabotage, accidents, labor disputes or shortages, governmental laws, ordinances, rules and regulations, any delay in or inability to obtain labor, machinery, material, services through the usual course of business, or any governmental order or cause (hereafter “Force Majeure”). Notwithstanding the foregoing, a Force Majeure event will not excuse Purchaser’s obligation of payment of money.

XII. GENERAL

The construction, interpretation, and performance of this order and all transactions hereunder shall be governed by the laws of the State of Alabama, U.S.A. Purchaser expressly consents to the jurisdiction of the courts of the State of Alabama in the event litigation arises out of this transaction. Any provision of this Order in violation of any Federal, State or local law or regulation, is illegal for any reason, such provision shall be deemed self-deleted without affecting the validity of the remaining provisions.

XII. BLANKET ORDERS

Blanket order pricing is based upon the sale and delivery of the total quantities of Goods specified in the Order within twelve (12) months from the date of OHD’s acceptance of the Order. In the event that Purchaser does not accept delivery of the full quantity of Goods stated on the Order within the twelve (12) month performance period, Purchaser shall compensate OHD the difference between the normal pricing for the quantity of Goods actually accepted and the pricing included on this Order times the number of units actually accepted. In addition, Purchaser shall pay OHD a reasonable cancellation charge as determined by OHD based on the unsold portion of the balance of the Order. These additional charges shall be payable on a net thirty (30) day basis.

XIII. TAXES

Prices are subject to change without notice. Prepayment via wire transfer in US Dollar is required prior to shipment. Shipments will be F.O.B collect from point. Shipping dates provided by OHD are approximate and OHD shall use its best commercially reasonable efforts to meet such dates.

XII. RETURNED GOODS POLICY

No Goods may be returned unless OHD has authorized such return and given shipping instructions. The failure to obtain such authorization prior to returning the Goods shall render the Purchaser liable for any direct, indirect, consequential, incidental and all other costs incurred by OHD in the handling of the returned Goods. Current stock items in unmarked, unmarked packages, in salable condition, may be eligible for return, subject to approval of Sales Management and a receiving charge of typical less than 20%.

IV. EXPORT ORDERS

Prepayment via wire transfer in US Dollar is required prior to shipment. Shipment will be F.O.B. collect from origin on Purchasers carrier account. Purchaser shall be responsible for obtaining any license to import the Goods into the country of destination and shall pay all duties, taxes, and tariffs. Purchaser shall ensure that all Goods exported from the United States are exported in accordance with the U.S. Export Administration regulations and any other applicable U.S. rules, regulations or statutes.

V. DOMESTIC PAYMENT

OHD shall invoice the Purchaser at the time the Goods are shipped from OHD with payment to be made by the Purchaser according to the terms of the invoice. Net 30 days are standard accounts only. Visa, MasterCard, American Express, Discover, pre-pay, and COD orders are accepted. All prices are payable in US Dollar. Prices are subject to change without notice.

VI. DOMESTIC SHIPMENT

Shipment of OHD products, origin selected by OHD unless other instructions and special handling fees have been provided by Purchaser. Title to the Goods and risk of loss shall pass to the Purchaser at the F.O.B. point. Shipping charges paid by OHD are approximate and OHD shall use its best commercially reasonable efforts to meet such dates.

VII. CANCELLATION

No Goods may be returned unless otherwise provided herein, this Order may not be canceled by Purchaser except with the express consent of OHD in writing and upon payment to OHD of cancellation charges as determined by OHD.

XVI. INTELLECTUAL PROPERTY; PROPRIETARY INFORMATION

Purchaser and its customers and end users shall have no rights in or title to, and OHD shall retain all rights in and title to, any patents, inventions, designs, discoveries, technical data, copyright, trademarks, trade names, service marks, trade secrets, and other intellectual property rights arising out of the products delivered or provided hereunder (the “Intellectual Property”). Purchaser hereby acknowledges and agrees that OHD is granting to Purchaser a non-exclusive limited license to any software contained in the product sold hereunder. All rights not expressly granted to Purchaser herein are reserved by OHD. Purchaser will not, and agrees not to cause or permit an end user of this product to: modify, re-create, reverse engineer, disassemble or decompile the product or any software contained in the product. Notwithstanding the foregoing, any modifications, developments, inventions, discoveries, updates or other improvements (each an “Improvement”) to the products sold to Purchaser shall be the sole property of OHD and Purchaser agrees to assign to OHD all right, title and interest in and to such Improvements and shall execute any and all documents and instruments as OHD may reasonably determine or otherwise in order to give effect to this section or to preserve, protect or enforce OHD’s rights with respect to such Improvements. Purchaser agrees to hold all proprietary information in confidence and not to give or lend or sell or assign or disclose to any person or entity such information without OHD’s prior written consent. Purchaser agrees that it will take all steps (including nondisclosure agreements with Purchaser’s employees and consultants, and such other steps as Purchaser takes to protect its own proprietary information) necessary to protect and prevent disclosure to and/or use by third parties of any proprietary information of OHD obtained by Purchaser. For the purpose of this section, “proprietary information” includes, but is not limited to: (i) information furnished by OHD, (ii) the sale, use, or service of the products sold hereunder; and (iii) information provided by OHD to Purchaser and specifically marked “Confidential.”