



Unmatched SUPPORT and SERVICE

for your Wide Area Surveillance Solution

How can we help to best secure your asset?



Worldwide Technical Support

The HGH global support team delivers responsive technical assistance, remotely or directly at your site. Our trained staff is here to quickly solve your technical issues and fine-tune your SPYNEL® system.



Commissioning & Training

Take full advantage of your SPYNEL® IR 360° sensor with a commissioning and customized training tailored to your needs. Training can be held at your site or at HGH facilities.



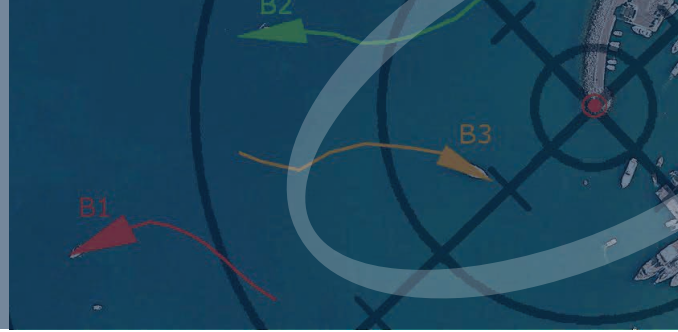
Maintenance Contracts

HGH offers a full range of operational maintenance contracts for SPYNEL® sensors and CYCLOPE software including extended warranties, upgrades, diagnoses and repairs.

Benefits

- **24/7** security of your asset
- **OPTIMAL** surveillance performance
- **FULL** protection of your SPYNEL® investment





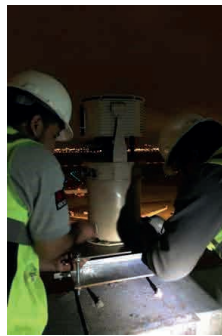
Improve your return on investment with HGH service contracts

Your satisfaction is our TOP priority

HGH is committed to providing **world-class customer service and technical support**. Our experienced technical team ensures your SPYNEL® IR 360° camera is **running with optimized settings** and a very low false alarm rate for your security application. HGH offers two types of operational maintenance contracts to keep your operation running efficiently with an **enhanced peace-of-mind**.

HGH's customer service team can tailor **custom maintenance contracts** according to your needs, including:

- Early visits on-site for check-up, training and parameter setup
- Preventative maintenance
- Backup sensor for continuous service during preventative/corrective maintenance
- Personalized contractual conditions and long-term commitments



	FULL SYSTEM One year maintenance contract	CYCLOPE SOFTWARE One year maintenance contract
Repairs at HGH site	✓	
Free corrective maintenance (repair of any system failure)	✓	
Remote technical assistance	✓	✓
Priority treatment	✓	✓
Free Cyclope software updates	✓	✓

Above information is subject to changes without notice



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