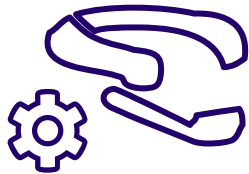


# Get peace of mind with RealWear's Service and Support Pack.

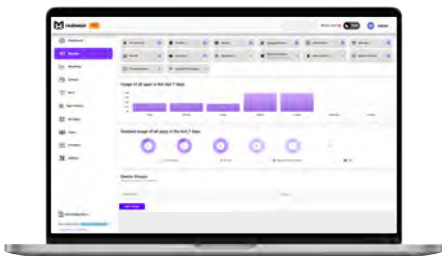
Now included with new device purchases.<sup>1</sup>

<sup>1</sup> Applies to devices sold after June 30, 2023. Device must be registered within 30 days of sale.



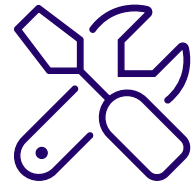
## Manage devices with RealWear Cloud Pro

In addition to basic analytics, device management and the app catalog, Cloud Pro offers, advanced analytics, remote firmware management, Cloud Assistance<sup>2</sup>, data export, lost device, wipe device, and more<sup>3</sup>.



## Resolve issues quickly with technical support

Our technical experts are available to answer your questions 24 hours per day during the business week. Log your issue via phone, email or chat, and our team will respond within four hours.



## Repair devices or arrange an advanced replacement

We know that uptime is critical for your frontline. In the rare cases of device failure, RealWear will send a replacement device in advance of receiving the old one.



<sup>2</sup> Must opt-in to leverage feature.

<sup>3</sup> Device control license is included in the service and support pack. Customer must own a device control license to leverage enhanced management tools in that device's management. Learn more about RealWear Cloud at [realwear.com/cloud](https://realwear.com/cloud).

# Pricing details

## First year

One year of Service and Support Pack (“SSP”) coverage comes standard on new RealWear devices<sup>1</sup> at no additional cost.

## Additional years

Up to two years additional coverage may be purchased to extend your coverage beyond the first year. The price you pay depends on when you buy the additional years and is paid up front.

### Point of Purchase

Save 40% when you buy two additional years of coverage at the time or within thirty days of device purchase..

Device	Additional Coverage	SKU	Price (USD)
RealWear Navigator 500/520	2 years	SSP-POP2Y	\$600 40% discount <sup>4</sup>

<sup>4</sup>Savings relative to two-year renewal rate set by SSP-ADD2Y:  $(\$1000 - \$600) / \$1000 * 100\% = 40\%$ .

### At Your Renewal Anniversary

You may purchase one or two additional years at the end of your first year. Buy two years, and you'll save \$200 vs. the single year option. You must purchase the additional years within 30 days of your renewal anniversary.

Device	Additional Coverage	SKU	Price (USD)
RealWear Navigator 500/520	1 year	SSP-ADD1Y	\$600
RealWear Navigator 500/520	2 years	SSP-ADD2Y	\$1000 \$200 discount <sup>5</sup>

<sup>5</sup>Savings relative to the single-year rate set by SSP-ADD1Y:  $(2 * \$600) - \$1000 = \$200$ .

### Older devices

RealWear Navigator Series devices covered by an active legacy support pack may be added to Service and Support Pack coverage at the conclusion of their support pack's expiration date. They may be enrolled using the “At Your Renewal Anniversary” prices in the table above.

HMT-1 and HMT-1Z1 devices are ineligible for renewed coverage under the SSP.

### Co-termination

Have multiple sets of devices with varying contract end dates? Under certain circumstances, RealWear will design a compromise to bring your devices to a single expiration date.

Contact your RealWear salesperson for details.