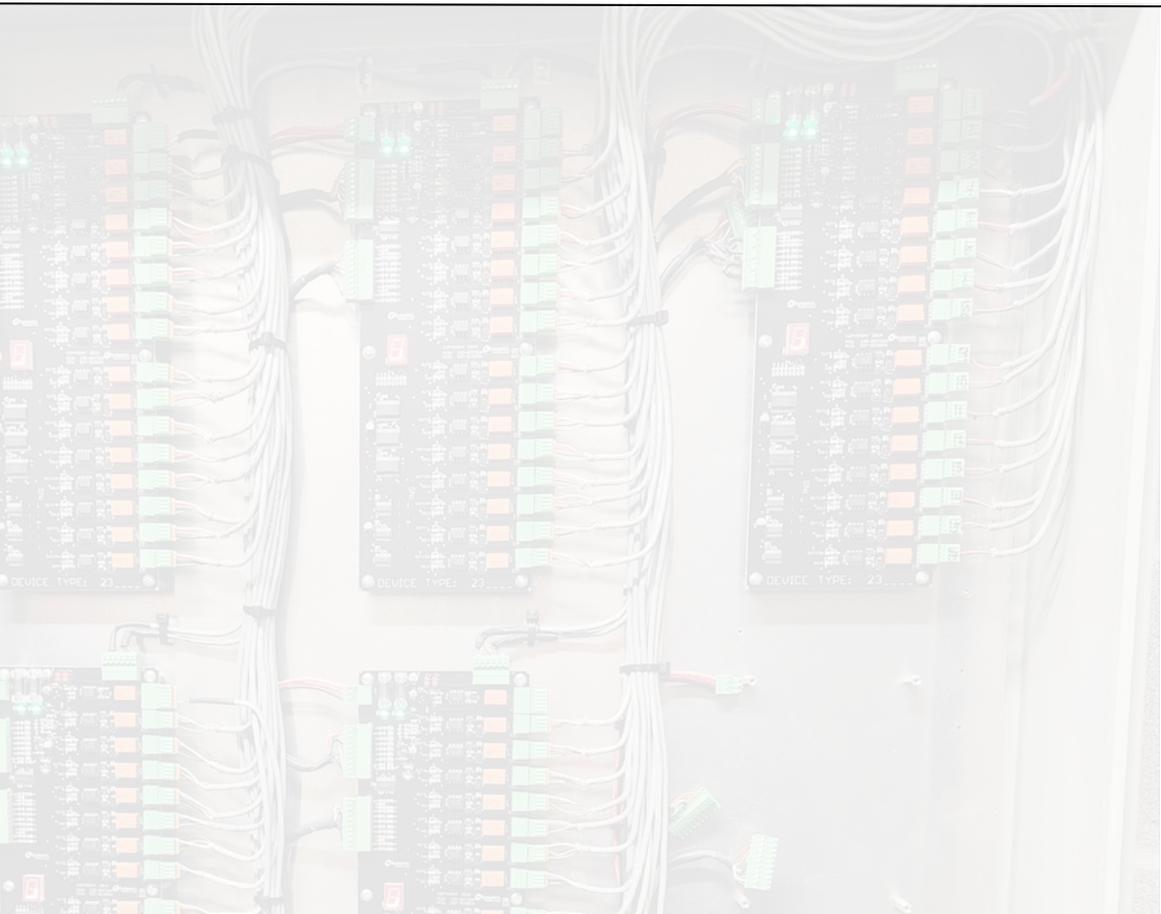


Security Controls & Camera Takeover **INFORMATION**

North Richland Hills

City of North Richland Hills
4301 City Point Dr
North Richland Hills, TX 76180

Sydaptic Contacts:
Patrick Scott, President
Sarah Scott, Operations
Jennifer Kelly, Billing/Invoicing



**RELIABILITY,
BY DESIGN**

Any questions?

24hr support

www.sydaptic.com



sarah.scott@sydaptic.com



254-776-7994



217 Schroeder, Waco, TX 76710



Warranty and Guarantee Coverage:

Sydaptic offers a comprehensive guarantee on the overall Security Electronics System. For the first year following installation, Sydaptic will provide and install, at no cost, any components of the system that fail. Beyond this initial period, Sydaptic extends a Lifetime Warranty on all Sydaptic-manufactured materials. This warranty specifically covers cards, nodes, and boards that fail under normal operating conditions (failures not caused by outside elements). Please note that the warranty covers the replacement parts themselves, but does not include service trips or labor beyond the first year.

All computer equipment provided with this project will be covered under warranty for a period of five (5) years, protecting against hardware failures and ensuring reliable long-term performance. The camera recording equipment, including NVRs and related devices, will carry a three (3) year warranty.

Together, these warranty and guarantee provisions are designed to minimize downtime, reduce unexpected expenses, and provide long-term assurance that both the computing systems and surveillance infrastructure remain fully supported.

Support & Returns:

With our installation, your facility will be provided **spare inventory on hand at no cost**. With the aid of our **FREE Phone Support**, authorized staff can quickly determine if a board or card has failed. If replacement is needed, county personnel can install a spare immediately to restore operation, minimizing downtime and getting the system back up and running as quickly as possible.

If spare parts are used, Sydaptic will provide a UPS return label for the failed materials so they can be tested. Once received and verified, replacements will be sent out to replenish your inventory.

For support, please call our main line (always listed at the top of the screen). Between 8:00 AM and 5:00 PM, you will be connected to Operations, who will coordinate with a technician as needed. After 5:00 PM, your call will go directly to the on-call technician for immediate assistance.



SYDAPTIC, INC