



Software Maintenance Agreement

Web-based
Resources



Phone
Support



Software
Updates



Technical
Consulting



Technology
Integrations



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OPTIMIZE YOUR SYSTEM

At DAQ, we firmly believe that the success of our customers has been the critical factor in our own success as an industry leader for more than 50 years. Our operational model places a strong emphasis on customer service throughout our business, and we strive to match development initiatives with the requests of our users. With the StarWatch SMS software maintenance agreement, we continue this tradition of exceptional product support.

The software maintenance plan offers system administrators and end-users instant access to the latest technology updates as they are implemented within our security platform and a comprehensive support environment to ensure swift resolution of any technical issues.

By investing in this extended coverage, you can maximize the lifespan of your StarWatch SMS system and safeguard against future downtime.

SOFTWARE UPDATES

Under a policy of continuous improvement, DAQ software engineers and system designers frequently modify the StarWatch SMS application to reflect the evolving needs of our user base. These upgrades add new functionality, improve navigation, and integrate direct connections to a growing library of selected third-party systems and devices.



Along with major releases, all incremental software versions are included under the maintenance agreement. As the StarWatch SMS platform expands to meet security industry requirements, your system will remain one step ahead.



UPGRADED SUPPORT AND SERVICES

Upon purchase of the StarWatch SMS software package, you enjoy the full benefits of our enhanced support program for the first year of use. When that initial coverage expires, the plan reverts to the standard support package outlined below. The software maintenance agreement allows you to extend your advanced coverage on a yearly basis.

	STANDARD SUPPORT PACKAGE	SOFTWARE MAINTENANCE AGREEMENT
Cost	Included	Based on scale of agreement
Duration	Lifetime of system	1 year
General Technical Assistance	✓	✓
Web-based Support	✓	Priority issue resolution
Phone Support	Fee-based	Free for certified technicians
Optional Advanced Support		24/7 coverage / dedicated engineer
Sequential Software Releases		✓
Software Upgrades and Hotfixes		✓
Technical Training Courses	Per/student charge	Per/student charge
Professional Engineering Services	Per/day charge	Discount rate
Commissioning / Troubleshooting	Per/day charge	Discount rate
On-Site Engineering	Per/day charge plus expenses	Discount rate



TECHNICAL SUPPORT PROGRAM

To keep your system operating at peak performance, the software maintenance agreement unlocks an array of tools and services aimed at providing information and rapidly resolving any technical issues. Phone support from our in-house team of security technicians is always available during business hours (M-F, 9-5 EST) with optional 24/7 coverage available by arrangement.



Within the software maintenance agreement, technical documentation and multiple support channels are always available.

On-line support includes an interactive help desk with a searchable knowledge base and ticket submittal system. This growing repository of information comprises configuration, operation, and service related materials and enables users to search for specific technical articles by topic. Direct assistance can be requested via a ticket management system, which allows DAQ to distribute, track, assign, and resolve issues with an enhanced level of service.

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CUSTOMIZE YOUR COVERAGE

Understanding that each security installation is unique and requires a different level of involvement, DAQ partners with customers to build service plans that match all short and long-term goals for their system. Our technical services team is available to assist at each stage of your project, from initial installation/configuration to final deployment.

The basic maintenance agreement covers a wide range of StarWatch SMS consulting resources and can be expanded in scope if your system requires additional attention.



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