



Programmer Lease Agreement

Frequently Asked Questions

HID Global (HIDG) is moving to a lease agreement for all access control card programmers. The following FAQ summarizes all you need to know about the programmer lease agreement.

► How is the lease agreement different than what HID Global has done in the past?

HIDG has previously sold programmers for use with HIDG configured access control credentials. Now, HID will lease programmers to customers. Initial leases start at two years, and each lease, regardless of programmer technology, is a one-time payment for a two-year period. After two years, customers will need to either renew the lease for another two years, or return the programmer to HIDG. Consult your HIDG sales representative for pricing.

► What programmers are affected?

Programmer	Brand	Part Number
ProxProgrammer	HID Prox	I050AGN00
ProxSmith	Indala	AFP-I000
CP400 Std Security	iCLASS	3150BNN00
CP400 High Security	iCLASS	3150BNH00
CP575A Biometric	iCLASS	6250BNN00
420 Magstripe Encoder	Dorado	3152-0420
ReaderTOOLS	SmartID	501-7756
ProxBurn	SmartID	501-7753
HITAG Programmer	IE	501-7755

► Are programmer part numbers changing?

No.

► How does the lease program affect a programmer that was previously sold and is currently used in the field today?

It does not. Previously purchased programmers remain the property of the purchaser and are not affected by this lease program.

► Who can lease a programmer?

The programmer is leased directly to the user of the programmer. If this is an end-user, the programmer is leased directly to the end-user. If this is a channel customer, the programmer is leased directly to the channel customer.

► If the user of the programmer is an end-user, how is the experience different for the end-user?

The end-user must fill out the Programmer Lease Request that is located in the Credential Programmer How To Order Guide. The end-user will send lease payments directly to HIDG.



Programmer Lease Agreement

► **If the user of the programmer is an end-user, how is the experience different for the channel customer?**

The channel customer no longer resells the programmer. Instead, the programmer is leased by HID Global directly to the end-user with no channel intervention.

► **What are the warranty period and upgrade fees associated with a leased programmer?**

All programmers offer a warranty for the duration of the lease. Additionally, any programmer upgrade fees required to maintain compatibility with credential technology changes in the future are fully covered by HID Global.

► **How does the customer find out the ordering instructions for the programmer?**

The “Credential Programmer How To Order Guide” is available on hidglobal.com. This guide provides a programmer lease process overview, part numbers, order form and submission instructions.

► **At what point in the ordering process will the product be shipped?**

Programmers will not be shipped until (a) RF Programmer Equipment Lease and Software License Agreement is signed by the customer and (b) for non-direct customers without terms, payment is processed (in advance).

► **What is the start date of the lease?**

The product ship date is the start of the lease.

► **What happens if the customer terminates contract?**

If the customer terminates contract by non-payment or written notice, the customer must return the leased programmer to HID under HID-standard NRE process.

For product or technology questions beyond the scope of this material, please contact your HID Global Sales Representative.