



## First Voice Emergency Instruction Device Maintenance Agreement

Term:	1 year – 5 year agreements are available
Software Updates:	ECC Guideline protocol updates (CPR) Other major first aid training or 911 service organization training updates Homeland Security public protocol updates
Firmware Updates:	Coding changes that affect speed, memory, or sound quality of EID, etc.
Supplies:	When SET system is purchased inventory tracking of expiration dates via program manager software
Supply Upgrades:	If first aid supply upgrades are purchased notifications of recalls or updates and changes in emergency care related to blood clotting solutions, burn blankets or dressings, tooth preservation, etc.
Newsletter:	Complimentary subscription to The Voice published by Think Safe on industry trends and recommendations

Refer to First Voice User's Guide for detailed product instructions and information on use and care.