




Loganville Police Department
605 Tom Brewer Road
Loganville, Georgia 30052

M.D. Lowry
Chief of Police

770-466-8087 Phone

770-466-6679 Fax

MEMORANDUM

To: Mr. Danny Roberts
From: Chief M.D. Lowry 
Ref: Purchase of Extended Warranty for MILO Range Pro
Date: January 4, 2023

As we discussed, our original warranty has expired on the MILO Range Pro use of force simulator system.

There are several different levels of extended warranty available but after extensive review and discussion with Technology Director Kyle McKenzie, we both believe the best option is what MILO terms their "Platinum Warranty".

This warranty is a three (3) year extension which includes every portion of the system except the screen, bulbs and batteries. This system is a very large component of our overall training plan in use of force and de-escalation scenarios, and it is critical that we have immediate 24/7 support as well as a replacement plan at the end of the useful life of the current system.

While this warranty is expensive, it also includes a complete system exchange and installation at the end of the third year. I would note that the replacement cost of this system at current pricing would very likely exceed \$70,000.00

This purchase of **\$23,443.99** will be fully funded out of Federal Forfeiture Funds, line item # **210-3200-531600 Small Equipment – Federal**, with no budgeted funds being allocated for this purchase.

Attachments: 1.) MILO Platinum Warranty Features
2.) MILO Platinum Warranty Quote



MILO

**MILO RANGE PRO
PLATINUM WARRANTY**



MILO RANGE PRO PLATINUM WARRANTY SUPPORT PLAN

The MILO Range PRO Platinum Warranty Support Plan covers a MILO PRO system for a period of 3 years and includes a system upgrade near the end of the warranty. The warranty period begins on the date listed in the quote or invoice. The MILO Range PRO Platinum Warranty provides the following benefits:

Telephone/Email Support

24/7 telephone support by dialing 800-344-1707 or sending an email to support@milorange.com.

System Repairs

System repairs are done at FAAC/MILO Range or by sending replacement components to you. All parts (excludes batteries and bulbs) and labor are covered by FAAC/MILO. We may also pay local repair facility fees for system repairs where appropriate, provided that prior authorization is given by us. For items needing repair, shipping costs to and from the customer facility will be covered by FAAC/MILO. Upon reporting a system failure which renders the system inoperable, MILO Technical Staff will ship replacement components to the customer within 48 hours or determine if a site visit is required to be coordinated with the customer.

Software Updates

MILO Range PRO Platinum Warranty Support Plan customers are entitled to software updates and new scenarios at no cost, provided the system hardware supports those updates and scenarios. Software updates typically resolve reported issues and increase system performance characteristics. Software upgrades, defined as software releases containing new features or major version changes may not be included.

Refresher Training

MILO Range PRO Platinum Warranty customers are entitled to unlimited refresher training at the MILO Range facility (Ann Arbor, MI) during the warranty period. Customer is responsible for all travel expenses (including, but not limited to airfare, rental car, travel to/from the airport, lodging, and meals) to and from Ann Arbor, MI for the duration of training.

SYSTEM UPGRADE

As a MILO Range PRO Platinum Warranty Support Plan customer, the agency is entitled to a MILO system upgrade with the return of their existing MILO Package.

The MILO system upgrade will ship approximately 2 weeks after the warranty expiration date or when all the required items are in stock. Partial shipments will not be sent.

The system upgrade will include:

- New MILO system Computer CPU (s) with monitor, keyboard & mouse
- New HD projector & projection screen
- New speaker system
- Latest Windows operating system, MILO Training software version and MILO scenario library

1229 Oak Valley Dr, Ann Arbor, MI 48108

www.milorange.com



MILO

**MILO RANGE PRO
PLATINUM WARRANTY**



- New trainee action capture (TAC) camera solution
- All costs to produce system and ship via standard shipping methods.

The return of the existing Milo Range system must occur within 60 days of receipt of the new system. The following items are to be returned by customer:

- *Computer CPU*
- *Desktop Monitor*
- *Camera Box (if replaced as part of upgrade)*
- *Cameras (if replaced as part of upgrade)*
- *Sound/Audio System*
- *Old TAC solution-if present*

PURCHASING / CONTRACTING INFORMATION

- 1.) Cage Code - 3J401
- 2.) Tax ID - 38-2690218
- 3.) DUN - 175204163
- 4.) Vendor POC - FAAC/MILO Customer Care Department
- 5.) Phone - (800) 344-1707
- 6.) Fax - (734) 531-4002
- 7.) Email - customercare@milorange.com

1229 Oak Valley Dr, Ann Arbor, MI 48108
www.milorange.com



QUOTE

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AN ARDOTECH TRAINING & SIMULATION COMPANY

<p>Bill To: City of Loganville Police Department PO Box 39 605 Tom Brewer Rd Loganville, GA, 30052</p>	<p>MILO Reference: 004784</p> <p>Other Reference: _____</p> <p>Quote Date: 2022-12-19</p> <p>Expires: 2023-01-31</p> <p>Payment Terms: NET 30</p>
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Comments:

This Quote is for a Platinum Warranty for your MILO PRO Range Training System.

Notes:

- A System Exchange with 1 day of Installation/Training at the end of the 3 years is included.
- Price reflects GSA Discount.
- Non GSA price is \$35,111.
- Purchase can be made in 3 yearly installments of \$7,814.66 each.
- All 3 years must be purchased to receive the System Exchange at the end of the 3 years.
- Total Period of Performance: 12-01-2022 to 11-30-2025.

GSA Contract: GS-00F-332CA, SIN 874.9

The Platinum Warranty provides 36 months of warranty coverage on all items (excludes batteries and bulbs). This warranty includes a system exchange at the end of the final year. The system exchange may be completed at an alternate time if specified above. The Platinum Warranty may only be purchased in 36 month increments.

Coverage Period: 12-01-2022 to 11-30-2025.

MILO Account #: CSRV-003265

*Taxes: (domestic)

- a.) Prices quoted do not include local, state or federal taxes unless indicated otherwise..
- b.) If this sale is subject to Use Tax, Buyer is liable for the tax and should make payment direct to its taxing authority. However, FAAC will collect applicable Sales Tax for the following States: CA, FL, HI, IA, KY, MA, MI, NY, TN, UT, WA, WV.
- c.) If applicable, please include a copy of your Proof of Sales Tax Exemption Certificate or Direct Pay Permit with your Purchase Order or Payment.

If you will be submitting a Purchase Order, please email to CustomerCare@faac.com.
Remit payment to FAAC Incorporated, 1229 Oak Valley Drive, Ann Arbor MI 48108.
Payment can be made by EFT (preferred), Check, or Credit Card with 3% surcharge added (MC/VISA, AMEX Only).

Part Number	Description	Quantity	Price	Item Total
MILO-WTY-PLATINUM	Extended Warranty Program & System Exchange - 3 Year Coverage	1	\$23,443.99	\$23,443.99
			Shipping	\$0.00
			Total Due	\$23,443.99