

The ART Endurance Program



Purpose

As the popularity of the software and the open hardware platform continue to grow, the business becomes more of a target for others to try and slow it down or try and take it off the market. The race timing industry is a very competitive industry, so this is a very real threat. I hope that those that use the software frequently will choose to subscribe (\$250/year) to help ensure that the software will be around for many years to come. The more endurance members we have, the greater benefits I can offer.

Perks

As a 'Thank You' to those that become ART Endurance Members you will be receiving the following benefits:

- Free reader replacement if your subscription has been active for the past two years.
 - If the reader came from us, and I am not able to repair your reader, I will replace your non-functional reader with a functional unit of at least equal performance. This of course excludes readers that were obviously damaged on purpose. It is required to send your reader to me (at your cost) for testing and inspection before I ship out a new reader. I will send you the reader (at my cost) after I confirm it came from us and was not damaged on purpose.

- For ART Endurance Members, I will do your minor report modifications.
 - Many users may not feel comfortable trying the new End User Designer or they would prefer that we make their minor modifications.
 - Nearly all users will simply want minor modifications that should take me less than an hour for each report. If someone asks for something complex that would take more than three days to complete we can supply a quote.
 - Non-endurance members will pay \$100 per report if they want Justin or I to customize a report for them.
 - I will do the report modifications for Endurance Members and Justin and I will do the modifications for non-members. We will work on these in the order that they are given to us.

- Arrow Live Results free
 - I have purchased ALR from Justin just to give it to ART Endurance members for free.

- Faster order processing
 - When we get checks in the mail for hardware we typically wait 5 business days to ensure it clears, for Endurance members we will process the order the day we get the check.

- Bonus Tags
 - For a single order, for every 1000 tags we'll give you 100 free.

- 3rd Party Discounts
 - I have been working on 3rd party discounts and other perks to help ensure people see this as something that is well-worth the cost of the program. I will add these to this document and announce it on the [Users Group page](#) as they become available.

This is a pilot program, benefits are subject to change at any time.