

Exhibit "B"



Classic Coverage Extended Warranty, Preventative Maintenance and Support Agreement

This Extended Warranty, Preventative Maintenance, and Support Agreement "Agreement" is entered into by and between **Justice AV Solutions "JAVS"** and **Marion County Courthouse "Customer"** located in **Jefferson, TX** for the period of **November 1, 2026**, extending through **October 31, 2027**.

WHEREAS, Customer is in possession of the JAVS recording system(s) more particularly identified in Attachment A "System":

WHEREAS, JAVS will provide the following Extended Warranty Coverage, Preventative Maintenance, Support, and Services so as to maximize the reliability of Customer's systems(s) "Services;"

NOW, THEREFORE, in consideration of the promises and mutual covenants contained herein, the parties hereby agree as follows:

A. DEFINITIONS

- *CODEC*-Technically known as the video conferencing unit (VCU), the codec compresses and decompresses data for video signals.
- *Extended Warranty*-Coverage of JAVS provided equipment to include repair or replacement for a specified period after the expiration of the original warranty.
- *Preventative Maintenance (PM)*-The scheduled cleaning and adjustment of JAVS provided systems as outlined in the respective agreement.
- *Service*-The provision for onsite technical support, user training, and servicing JAVS provided equipment as defined by the contract.
- *Standard Travel*-Travel within the contiguous 48 states and within a 150-mile radius (300 miles round trip) of closest stationed JAVS service technician.
- *Support*-Remote phone and online troubleshooting and diagnostics.
- *Travel Premium*-Travel within the contiguous 48 states more than the 150-mile radius (300 miles round trip) from the closest stationed JAVS service technician calculated as a round-trip distance less standard 300 miles divided by 70 MPH times the applicable hourly rate.
- *Warranty*-Coverage of JAVS provided equipment to include repair or replacement for a period of 1 year from the date of installation.

B. SERVICES

1. **Help Desk Support.** In the event of a System(s) malfunction or questions about system operation, the Customer is encouraged to contact the JAVS help desk by phone at 877-528-7457 or via email at helpdesk@javs.com Monday-Friday 8:00 am to 9:30 pm EST. Calls after 9:30 pm local time will normally go to voicemail and be addressed at the beginning of the next business day. JAVS trained desk staff to provide immediate troubleshooting, training, and diagnostics on common issues that can be resolved quickly. JAVS also provides online PC support and training through your internet connection. If the issue requires an on-site technician, our help desk will gather the necessary contact information including the: contact's name, phone number, city, system identification number, and detailed description

of the issue. The contact information is used by JAVS to log/track issues properly, assign priority levels based on contract status, and dispatch the appropriate technician to the Customer's location.

2. **Response Times.** In the event that a component from Attachment A requires on-site repair to address a reported issue, JAVS will schedule a visit during regular business hours. The response time is conditional to the Customer's approved room and equipment availability and the severity of the issue, which is measured in four priority levels: Urgent, High, Normal, and Supportive. Any variation from the timeframes referenced below will be discussed and mutually agreed upon by the Customer and JAVS. For clarification, the priority levels are described in Attachment B.

3. **Extended Warranty.** **Extended warranty is available on JAVS provided and installed equipment less than 5 years old, based on the date of installation.**

JAVS will provide and provide a prolonged warranty on JAVS supplied equipment, both of JAVS manufacture and third party, outside of the manufacturer's standard warranty. JAVS will attempt to repair the faulty equipment dependent upon parts and courtroom availability. If the equipment is not repairable in the field, JAVS at its discretion, will either provide a temporary unit until the original equipment is repaired and reinstalled, or a permanent exchange will be put in service. If the covered equipment requiring repair is no longer available or deemed non-repairable, JAVS will be responsible for the replacement product and all costs associated with its replacement.

Non-warranted equipment:

JAVS provided and installed equipment older than 5 years old, based on the date of installation.

JAVS will attempt to repair the faulty equipment, dependent upon courtroom availability. For non-warranted equipment, the Customer is responsible for the cost of all repair parts, including shipping. From time to time, non-warranted equipment may be deemed non-repairable. If the non-warranted equipment is not repairable in the field, the Customer is responsible for the cost of the replacement product(s). JAVS recorders, older than 5 years old, are not eligible for repair involving part(s) replacement and require the purchase of a new recorder at client expense. For replacement items purchased from JAVS, JAVS will provide labor at no charge.

Components of the Polycom Video Conferencing Codecs are included in this agreement. Please note that the Codec unit itself has optional coverage available directly through HP/Polycom, which is separate from this agreement.

JAVS service technicians will provide necessary software updates for the HP/Polycom Codec as required. However, feature updates can only be provided for HP/Polycom systems that maintain an active HP/Polycom Certificate of Coverage. After the expiration of the initial warranty, additional support coverage can be obtained directly from HP/Polycom. If the court would like to renew the warranty, please contact megan.york@javs.com to request a quote.

4. **On-site Warranty Support.** JAVS will provide on-site warranty services, which include removing equipment and forwarding to the manufacturer for repair, installing loaner and/or new equipment as deemed necessary by JAVS, and re-installing repaired equipment; on all products listed in Attachment A.

5. Preventative Maintenance. JAVS will perform a bi-annual inspection, review, and operational test of the System and adjust as deemed necessary by JAVS. Preventative Maintenance includes updating any System software and firmware as required. All Preventative Maintenance will be coordinated and scheduled with a customer-appointed representative to occur during regular business hours. JAVS will provide documentation to the Customer via a Preventative Maintenance form detailing the status of each system which includes key system information and hard drive capacity of the System. JAVS will document and test each function/mode of the entire System(s) which includes the automatic audio and video mixer/switcher, control boxes, microphones, cameras, time and date generator, monitors, streaming servers, recorders, PA processors, and speakers, private mode feed muting, playback/presentation, assisted listening devices and audio/video conferencing to ensure proper creation of the audio/video record and system operation.

C. EXCLUSIONS

Notwithstanding anything to the contrary elsewhere in this Agreement, JAVS shall have no responsibility and/or liability regarding the following:

1. All video conferencing equipment, bandwidth, network stability, and call quality issues are the responsibility of the court. *
2. Normal wear and tear items such as backup UPS batteries and projector lamps. *
3. Consumable items such as batteries, CDs, DVDs, printer paper, and print cartridges. *
4. Services, software, hardware, and Operating Systems that are no longer supported by a third party. *
5. Upgrades of Systems that would transition from analog camera systems to digital, or major software version upgrades, such as AutoLog 7 to AutoLog 8.
6. Vandalism (including inmate abuse), deliberate tampering with the System, intentional or unintentional damage caused by other contractors/staff, attempted repair and/or maintenance by any personnel not employed by JAVS. *
7. Repair or replacement of any equipment in the event of damage due to negligence or other claims covered by Customer's insurance. *
8. Customer-provided or non-JAVS certified equipment, hardware, and software. *
9. Moving equipment. *
10. Customer requested on-site advanced training. *
11. Repairs and/or service that requires reconfiguring JAVS equipment due to changes made by Customer's third-party hardware, network, anti-virus settings, or any local IP provider connection (i.e. change of IP address or network configuration, video conferencing connection issues) *
12. Lost records or data recovery due to equipment failure, computer viruses, or Customer user error.
13. Migration of Customer recordings for archival, retention, and restoration. *
14. Shipping delays for repair, loaner, or replacement parts and equipment.

*Customer approval required to perform services for the indicated Exclusions, which will be billed at current labor rates plus parts and expenses if applicable.

FEES/PAYMENTS for exclusions

A fee of \$185.00 per hour (1-hour minimum) plus *Travel and expenses, will apply for each request for on-site service for services not covered by this agreement. Travel time is defined as a portal to portal.

D. TERMS

1. Effective Date. The Agreement begins **November 1, 2026**, and will continue until **October 31, 2027**.
2. Fees; Payments. In consideration JAVS provides the Services, the Customer agrees to pay a fixed fee of **\$5,409.00** (the "Fee"), plus any applicable state taxes. **Payment of the Fee is due within 30 days of the invoice date. If the Fee is not paid within this 30-day period, services will be suspended until payment is received.** Unless otherwise stated, all fees and charges listed in this Agreement are exclusive of applicable sales, use, excise, or other taxes. Taxes will be calculated and applied at the time of invoicing, based on the jurisdiction in which the services are provided or billed. The Customer is responsible for any such taxes, which will be reflected separately on each invoice.

MAC-00486

Contract Period: November 1, 2026 - October 31, 2027

Courtroom & SID#	System Description	Fee
SID-89514 TX Marion County Main Courtroom	CX Recording System	\$ 5,409.00

Total \$ 5,409.00

Note: A. JAVS reserves the right to review and recalculate fees associated with the service agreement and adjust accordingly for the next contract period. Changes in the price of fees reflect added coverage for new equipment and/or services not previously covered under the service agreement and/or the removal of equipment that is no longer covered. This review is performed prior to the delivery of the subsequent agreement and can affect your agreement fees for that period.

3. Billing of Excluded Services. A fee of **\$185.00** per hour (one-hour minimum) plus expenses will be charged for any excluded services (Includes Video Conferencing Systems, see Section C.) requested by the Customer for on-site support.
4. Refunds. Refunds of Fees payable hereunder will be limited to a pro-rated portion calculated per business day of the total amount paid for the Agreement in the event that the agreed response time is not met. The pro-rated portion of the Agreement Fees payable to Customer as a refund shall be limited to the number of days required to respond that are in excess of the agreed response period. No refund shall be payable for days when JAVS does not have access to the equipment covered. No refund shall exceed the value of the Agreement. A request for a pro-rated refund payable to the Customer for a decommissioned System(s) must be received in writing.

E. NO WAIVER WHETHER BY CHOICE OR NEGLECT JAVS FAILURE TO ENFORCE ANY TERM, EXCLUSION, OR LIMITATION HEREIN SHALL NOT BE CONSTRUED OR INTERPRETED AS A WAIVER OF JAVS RIGHT TO ENFORCE ANY TERM, EXCLUSION, OR LIMITATION CONTAINED IN THIS AGREEMENT.

F. LIMITATION OF LIABILITY

JAVS DOES NOT ACCEPT LIABILITY BEYOND THE REMEDIES SET FORTH IN THIS AGREEMENT OR ANY LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING WITHOUT LIMITATION ANY LIABILITY FOR PRODUCTS NOT BEING AVAILABLE FOR USE OR FOR LOST

DATA OR SOFTWARE. SOME STATES (OR JURISDICTIONS) DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.

G. DISPUTE RESOLUTION

ANY CLAIM, DISPUTE, OR CONTROVERSY, WHETHER IN CONTRACT, TORT, OR OTHERWISE, WHETHER PRE-EXISTING, PRESENT OR FUTURE, AND INCLUDING STATUTORY, COMMON LAW, INTENTIONAL TORT, AND EQUITABLE CLAIMS AGAINST JAVS arising from or relating to this Agreement, its interpretation, performance, or the breach, termination or validity thereof, the relationships which result from this Agreement, including, to the full extent permitted by applicable law, limitations of liability, indemnity, and relationships with third parties, JAVS advertising, or any related purchase or service SHALL BE RESOLVED EXCLUSIVELY AND FINALLY BY BINDING ARBITRATION ADMINISTERED BY THE NATIONAL ARBITRATION FORUM (NAF) under its Code of Procedure then in effect (available via the Internet at <http://www.arb-forum.com/>, or via telephone at 800-474-2371).

ACCEPTED BY CUSTOMER**Marion County Courthouse**

Signature 
Name Leward LaFleur
Title Marion County Judge
Date September 14, 2026
Phone # 903-665-3261
Email leward.lafleur@co.marion.tx.us

ACCEPTED BY JAVS**Justice AV Solutions**

Signature 
Name Megan York
Title Contract Manager
Date July 16, 2026
Phone # 502.489.5118
Email Megan.York@javs.com

ACCEPTED BY CUSTOMER**Additional Court Representative** (if required by court)

Signature _____
Name _____
Title _____
Date _____

Customer contact for scheduling of maintenance/repair

Name Susan Anderson
Title Marion County District Clerk
Phone 903-665-2441
Email susan.anderson@co.marion.tx.us

Lynnette Fisher
Marion County District Clerk - Elect as of 1/1/2027
lynnette.fisher@co.marion.tx.us

ID	ACCOUNT #	SID#	Item	QTY	DESCRIPTION	INSTALL DATE	WARRANTY	5 YEAR DATE	SO #
100035	78001	SID-89514 TX	Marion County Main Courtroom		Centro CX Recording System				
205312	78001	SID-89514 TX	Marion County Main Courtroom	10	C2G 10ft Cat6 S50 MHz Snagless [UTP] Patch Cable - Black	10/23/2020	No	10/23/2025	SO-123569
100057	78001	SID-89514 TX	Marion County Main Courtroom	1	25ft Cat6 Snagless Unshielded [UTP] Ethernet Network Patch Cable - Black	5/24/2021	No	5/24/2026	SO-124614
100043	78001	SID-89514 TX	Marion County Main Courtroom	1	Dual Channel Advanced Feedback Suppression Processor	10/23/2020	No	10/23/2025	SO-123569
100090	78001	SID-89514 TX	Marion County Main Courtroom	1	Premium Belden 1094A Digital Video BNC Cable 3 ft	10/23/2020	No	10/23/2025	SO-123569
100028	78001	SID-89514 TX	Marion County Main Courtroom	1	JAVS Centro CX Ethernet Controlled Audio/Video Processor - Base Unit with Centro CX software	10/23/2020	No	10/23/2025	SO-123569
100033	78001	SID-89514 TX	Marion County Main Courtroom	1	Centro RCA Output Cable (Required to connect external A/V Outputs)	10/23/2020	No	10/23/2025	SO-123569
100058	78001	SID-89514 TX	Marion County Main Courtroom	6	Camera Mount 7"	10/23/2020	No	10/23/2025	SO-123569
100066	78001	SID-89514 TX	Marion County Main Courtroom	1	2 Channel Amplifier 40W per Channel with 70V & 100V Speaker Outputs	10/23/2020	No	10/23/2025	SO-123569
100037	78001	SID-89514 TX	Marion County Main Courtroom	1	1000 VA On-Line UPS 8 Outlets	10/23/2020	No	10/23/2025	SO-123569
205313	78001	SID-89514 TX	Marion County Main Courtroom	1	Netgear 16-Port 76W PoE+ Gigabit Ethernet Unmanaged Switch	10/23/2020	No	10/23/2025	SO-123569
100003	78001	SID-89514 TX	Marion County Main Courtroom	1	Stereo/Mono Headphones	5/24/2021	No	5/24/2026	SO-124614
100060	78001	SID-89514 TX	Marion County Main Courtroom	6	NTSC FlexCamera	10/23/2020	No	10/23/2025	SO-123569
100001	78001	SID-89514 TX	Marion County Main Courtroom	8	JAVS Slim Line Power Strip and Conditioner	10/23/2020	No	10/23/2025	SO-123569
100045	78001	SID-89514 TX	Marion County Main Courtroom	1	JAVS FlexMic with Multicolor LED and Touch Button	10/23/2020	No	10/23/2025	SO-123569
100035	78001	SID-89514 TX	Marion County Main Courtroom	1	USB Keyboard	10/23/2020	No	10/23/2025	SO-123569
100054	78001	SID-89514 TX	Marion County Main Courtroom	1	21.5" LED Full HD Monitor - Composite, VGA, & HDMI Inputs	10/23/2020	No	10/23/2025	SO-123569
100024	78001	SID-89514 TX	Marion County Main Courtroom	1	70" Commercial LED TV 16.9 1920X1080 HDMI VGA Component Composite RS232	10/23/2020	No	10/23/2025	SO-123569
100005	78001	SID-89514 TX	Marion County Main Courtroom	3	Standard Lens 2.8mm - 8mm	10/23/2020	No	10/23/2025	SO-123569
100095	78001	SID-89514 TX	Marion County Main Courtroom	6	Compact indoor/outdoor background/foreground speaker, 8 ohm, 100 x 100 degree coverage, white	10/23/2020	No	10/23/2025	SO-123569
100044	78001	SID-89514 TX	Marion County Main Courtroom	1	Optical Mouse-M5116-Black - USB	10/23/2020	No	10/23/2025	SO-123569
100036	78001	SID-89514 TX	Marion County Main Courtroom	1	Full-Featured, 4-Channel Video Encoder	10/23/2020	No	10/23/2025	SO-123569
99996	78001	SID-89514 TX	Marion County Main Courtroom	4	FlexMic Plexiglass - C Bend	10/23/2020	No	10/23/2025	SO-123569
100021	78001	SID-89514 TX	Marion County Main Courtroom	1	FlexMic Plexiglass - Short Flat (Jury Style)	10/23/2020	No	10/23/2025	SO-123569
100008	78001	SID-89514 TX	Marion County Main Courtroom	2	FlexMic Plexiglass - Short L Bend	10/23/2020	No	10/23/2025	SO-123569
100061	78001	SID-89514 TX	Marion County Main Courtroom	1	21 RU Portable Rolling Rack with Locking Front & Rear Doors Depth: 21.5" Height: 45.91" Width: 22.59"	10/23/2020	No	10/23/2025	SO-123569
100053	78001	SID-89514 TX	Marion County Main Courtroom	1	Netgear R6230 IEEE 802.11ac Ethernet Wireless Router	10/23/2020	No	10/23/2025	SO-123569
100032	78001	SID-89514 TX	Marion County Main Courtroom	1	Recorder 7 Remote Control Box with Start/Pause/Stop and 3 Configurable Buttons	10/23/2020	No	10/23/2025	SO-123569
100055	78001	SID-89514 TX	Marion County Main Courtroom	1	Recorder 8 Standard with Multichannel Audio via MARC Card and All-In-One capture card	10/23/2020	No	10/23/2025	SO-123569
100039	78001	SID-89514 TX	Marion County Main Courtroom	2	Innovox Slim Line Series Surface Mount Speakers Black	10/23/2020	No	10/23/2025	SO-123569
100067	78001	SID-89514 TX	Marion County Main Courtroom	1	Large Flat Panel TV Cart	10/23/2020	No	10/23/2025	SO-123569
100056	78001	SID-89514 TX	Marion County Main Courtroom	1	Single Rack Mount Kit	10/23/2020	No	10/23/2025	SO-123569
99992	78001	SID-89514 TX	Marion County Main Courtroom	1	AutoLog 7 Session Logging and Control Software	10/23/2020	No	10/23/2025	SO-123569
99993	78001	SID-89514 TX	Marion County Main Courtroom	1	Viewer 2015 Pro	10/23/2020	No	10/23/2025	SO-123569
100027	78001	SID-89514 TX	Marion County Main Courtroom	1	Small Thinstella, 2 Single Swing Arm Wall Display Mount - 10" Extension	10/23/2020	No	10/23/2025	SO-123569
100062	78001	SID-89514 TX	Marion County Main Courtroom	2	Half Depth, single Rack space shelf	10/23/2020	No	10/23/2025	SO-123569
100047	78001	SID-89514 TX	Marion County Main Courtroom	1	Miracast Enabled USB Dongle for VIA Devices - Native Windows 10 and Android Support	10/23/2020	No	10/23/2025	SO-123569
100048	78001	SID-89514 TX	Marion County Main Courtroom	1	VIA Connect PLUS Wireless Presentation System With an HDMI Input	10/23/2020	No	10/23/2025	SO-123569
100051	78001	SID-89514 TX	Marion County Main Courtroom	4	VIA Step-In Touch Pad	10/23/2020	No	10/23/2025	SO-123569
100046	78001	SID-89514 TX	Marion County Main Courtroom	1	VIA Pad Holder - holds up to 6 VIA Pads	10/23/2020	No	10/23/2025	SO-123569
100064	78001	SID-89514 TX	Marion County Main Courtroom	2	1 Gang Single Equipment Rack Blank Perforated	10/23/2020	No	10/23/2025	SO-123569

ATTACHMENT B

Priority Level	Example	Initial Response*	On-Site Response**
Urgent	Non-Recording System; inability to record audio; inability to record judge, witness, or attorney microphone(s)	1 Business Hour	2 Business Days
High	Faulty monitor, camera, microphone (other than Urgent Level examples), or system mode not critical to recording; publishing; secondary recorder;	2 Business Hours	3 Business Days
Normal	System adjustments to microphone or PA levels, camera views, and user settings;	4 Business Hours	4 Business Days
Supportive	Operational training or minor/preferred hardware or software user adjustments, video conference	8 Business Hours	Next scheduled Preventative Maintenance or other higher-level repair visits

*An "Initial Response" for the purposes of this Agreement is when a service ticket is opened and acknowledged by JAVS help desk or JAVS Safeguard Technician.

**An "On-Site Response" for the purposes of this Agreement is the time from when JAVS help desk or JAVS Safeguard Technician logs the ticket and when the JAVS Safeguard Technician arrives at the Customer's agreed-upon appointment for the initial on-site repair.