

| VIRTUAL TRAINING SOLUTIONS





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SERVING THOSE WHO PROTECT US

ABOUT

Serving Over 40 Nations

We proudly serve thousands of public safety, federal, military, healthcare, and educational institutions in over forty nations. Our main goals are to provide the highest level of customer support and service to all our current and future customers and to continually improve and expand our capabilities and quality while delivering a superior immersive training system to the men and women who rely on our systems to prepare for the challenges they face now and into the future.

MILO: Multiple Interactive Learning Objectives

MILO Range simulators were first introduced in 1994. They were unique as a single computer-based system that could accomplish several tasks in the same location — including classroom-based lessons, presentations, interactive individual and group testing and scoring, physical hands-on firearms, and use-of-force training exercises and scenarios.

This multiple training and testing capability led to the acronym MILO. Broaden your objectives by continually finding ways to incorporate the full range of offerings in your MILO.



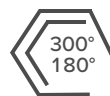
MILO Range systems have set the international standard for creating interactive learning environments for use-of-force, tactical judgment, de-escalation, and firearms training.

Our Cognitive team continuously works to enhance our capabilities through collaboration with industry experts, researchers, and master practitioners. Together, we create reality-based scenarios targeting specific training objectives.

MILO Range scenarios are designed to increase dialogue in the training room and improve critical thinking.

MILO Range training systems can meet your robust training needs — from the portable MILO Range M-SATS (Mobile-Situational Awareness Training System) to the fully immersive MILO Range Theater and Shoothouse systems. MILO simulators can even be part of a live-ammo firing range.

Regardless of size or complexity, every MILO system includes both skill-focused modes (with a variety of “firing range” and CGI live-action exercises) and interactive HD video role-play scenarios. The library of interactive training scenarios includes hundreds of multi-branch reality-based video training scenarios. All systems support multiple trainees with multiple weapons.



MILO Range training systems are available in portable, single-screen configurations and fully immersive Theater 180 and 300 surround configurations.



Any MILO Range system can be customized with less lethal force options and firearm recoil kits, a live fire option, shoot-back systems and more.

Mission-Specific Training

MILO Range mission-specific training scenarios offer reality-based, interactive judgment training for law enforcement, military, school officials, security teams, healthcare facilities, places of worship, mental health professionals, and in-custody corrections officers. We have a library of more than twenty training categories. Each category has multiple training missions, from suicidal subjects to a trespasser on hospital property.

- | | | | |
|-------------------------------|------------------------------|-----------------------|------------------------------|
| - Active Shooter | - DNR | - Juvenile | - Probation and Parole |
| - Armed Disturbances | - Domestic | - K-9 | - Skill Builders |
| - Burglaries and Alarms | - Duty to Intervene | - Mental Health | - Special Operations |
| - Concealed Carry | - Healthcare Facilities | - Military Operations | - Traffic Stops |
| - Customs & Border Protection | - Homeland Security | - Patrol | - Verbal Defense & Influence |
| - Disorderly and Intoxicated | - In Custody and Corrections | - Private Security | - Workplace Violence |



“The MILO system allows for and complements the CIT 40-hour training. The 4-plays, the scenarios, and all the information utilized in the CIT training are replicated in the MILO training. When we talk about a refresher, we are talking about the ability to have a complete refresher of CIT, the 40-hour training, not just bits and pieces of it.”

- Kevin Fisher, Executive Director, NAMI Michigan and President, CIT International



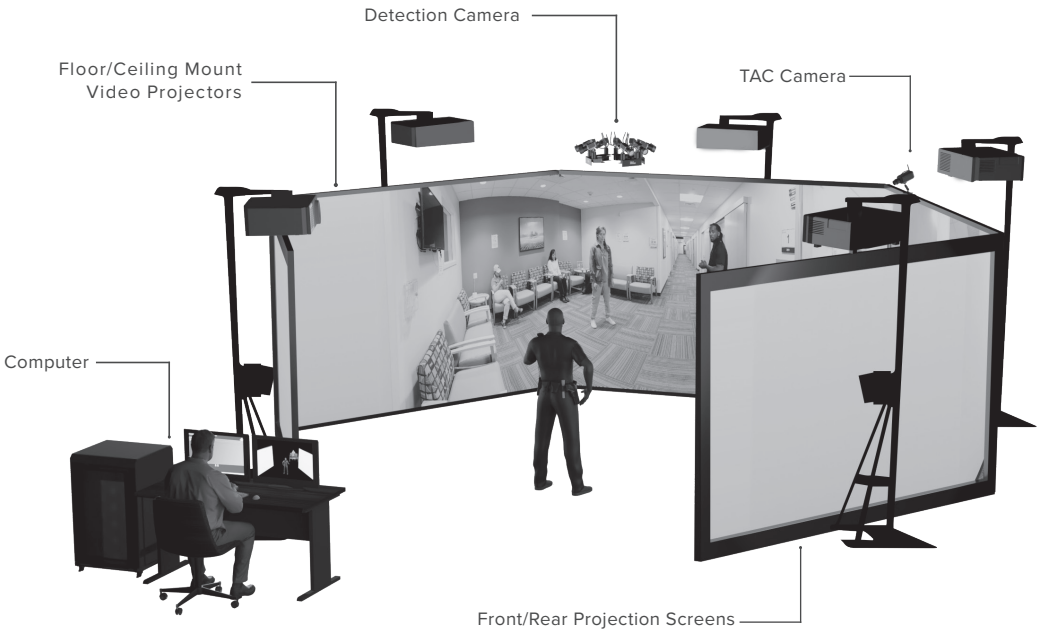
MILO Range Theater

The MILO Range Theater system provides you with a fully immersive training environment. With the enhanced field of view that Theater offers, you can increase trainee realism and offer true to life training scenarios.

The MILO Range Theater is interactive from all directions, allowing trainee responses to multiple threats and applications of proper tactics simultaneously. The system is operated by a single instructor using either a touchscreen monitor or wireless tablet, significantly reducing the instructor resources needed. The system includes product training and a full warranty, providing free new scenarios and software updates.*

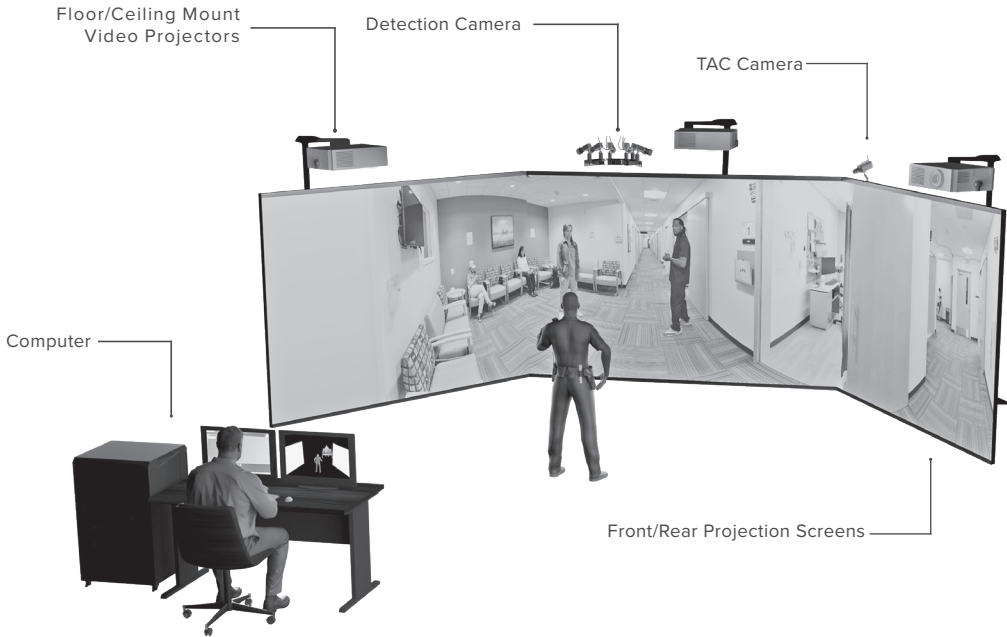
Theater 300

The Theater 300 system offers a fully immersive, five-screen configuration that provides the most challenging and realistic training environment.



Theater 180

The Theater 180 system offers a three-screen configuration that provides an enhanced field of view for even more realism and effectiveness.



Firing Range

Firing Range allows the theater systems to be converted to multi-lane firing ranges, allowing multiple shooters the ability to simulate shooting courses of fire.



MILO Range PRO

The MILO Range PRO training system offers the most advanced feature set available for interactive simulation training. No other system can deliver a more realistic, adaptable training environment in a single ready-to-go package.

Video scenarios and an extensive library of interactive graphics-based firearm drills and exercises are included, featuring MILO's simple Course of Fire creator and Marksmanship drills. The included MILO Course Designer software allows instructors to edit and create new, fully interactive video scenarios and graphics firearm drills.

The MILO Range PRO makes it easy to create safe, reliable, and effective training programs for years to come. The system includes product training and a full warranty, providing free new scenarios and software updates.*

** US Market Only*

MILO Range Advanced

The MILO Range Advanced System is based on the same software and technology as the full-featured MILO Range PRO. The Milo Range Advanced provides hundreds of complex dynamic video training scenarios, graphics-based firearms skill-builder drills, and industry-leading features built into a compact, all-inclusive design that is easy to transport and set up in less than 30 minutes, in any size training room.

With MILO Range Advanced, you don't have to bring the trainees to the training — you can bring the training to them. The system includes product training and a full warranty, providing free new scenarios and software updates.*

MILO Range Classic

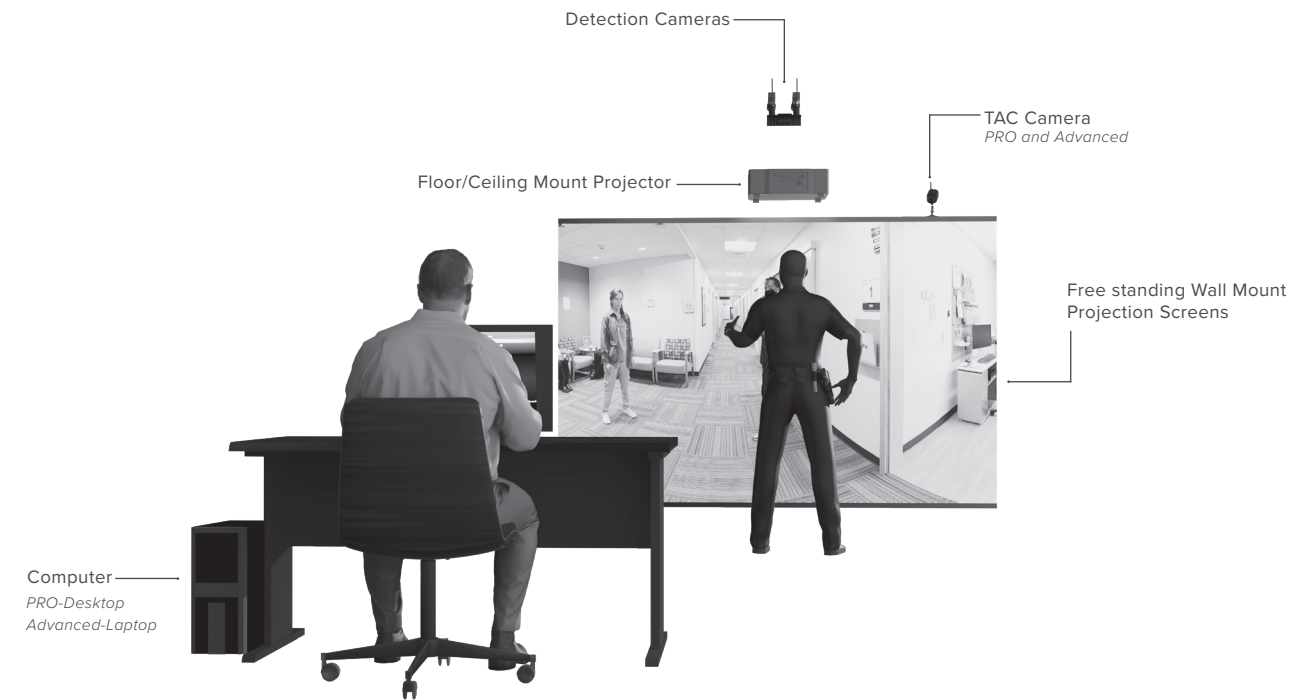
The MILO Range Classic system is based on the same software and technology as the full-featured MILO Range PRO system. The Classic provides fully interactive video scenarios, graphics-based firearms drills, and industry-leading features in a compact, all-inclusive design that is easy to transport and set up in less than 30 minutes, in any size training room. The system includes product training and a full warranty, providing free new scenarios and software updates.* (not shown)

MILO Range MSATS

The MILO Range M-SATS (Mobile-Situational Awareness Training System) is ultra-compact and self-calibrating, creating a robust training environment mitigating space and time constraints.

A turnkey, deployment-ready solution for units on the go, it is based on the same software and technology as the MILO Range Advanced system.

The M-SATS provides fully interactive video scenarios, graphics-based firearms drills, and industry-leading features in a compact, all-inclusive design that is easy to transport and set up in less than 10 minutes. The system includes product training and a full warranty, providing free new scenarios and software updates.*





The More Realistic the Training, the More Effective the Results.

MILO simulators are designed to accomplish several training objectives fostering safer, and more proficient tactical, procedural, and ethical decision-making. The skills honed in a MILO Range simulator will translate to real-world situations requiring split-second decision-making.

Our simulators extend training beyond marksmanship and firearms proficiency. They also serve as human interaction simulators, featuring hundreds of emotionally immersive scenarios with branching decision options. The system is designed to be flexible and adaptable to the needs of each individual and agency. Every MILO Range system includes skill-focused modes (with various GraphX firearms exercises) and interactive video-based branching scenarios.

All MILO Range systems support multiple trainees with multiple force options including firearms, less-than-lethal options like OC spray, and conducted electrical weapons. MILO Range simulators can be upgraded with firearm recoil kits, live-fire/laser options, shootback systems, and more.

O Optional ✓ Included – Not included

	Theater	PRO	MSATS	Advanced	Classic
System Basics					
Max Simultaneous laser weapons	8	16	8	8	4
Standard system configuration	Desk/Rack	Desktop	Enclosed Computer	Laptop	Laptop
Quickset & customs configurations	O	O	1	O	O
Transport case included	–	✓	✓	✓	✓
Force Options & Weapons					
SIRT weapons (# included)	2	2	2	2	1
OC canisters (# included)	2	2	1	2	1
Baton & Strike Branching	✓	✓	✓	✓	✓
Shotgun & Long guns	O	O	O	O	O
Conducted electrical weapon (CEW)	O	O	O	O	O
Other less lethal (PepperBall, Beanbag, FN303, etc.)	O	O	O	O	O
Recoil handguns & long guns	O	O	O	O	O
Weapon aimtrace	O	O	O	O	–
System Features					
High Definition Video	✓	✓	✓	✓	✓
Windows 11 Operating System	✓	✓	✓	✓	✓
Touchscreen Operation	O	✓	✓	O	O
Lowlight/Flashlight (# included)	2	2	1	2	–
Trainee Action Capture	✓	✓	O	✓	–
5.1 sound system / Theater systems have directional sound	✓	✓	–	✓	O
Projector & Screen included - excluding live fire systems	✓	✓	✓	✓	✓
Projector Specs (lumens, resolution)	5000 / FHD /4K option	5000 / FHD /4K option	3000 / FHD	3000 / FHD	3000 / FHD
Range Anywhere Wireless Instructor	O	O	✓	O	O
Live fire module	–	O	–	O	O
Software & Content Features					
MILO Range Use of Force training software	✓	✓	✓	✓	✓
Firing Range multi-lane targetry & courses w/ ballistics	O	✓	✓	✓	✓
Firing Range Target & Course of Fire Designer	O	✓	✓	✓	✓
Full system records, reporting & import/export features	✓	✓	✓	✓	✓
MILO KnowledgeBase	✓	✓	✓	✓	✓
MILO Course Designer scenario creation package	✓	✓	–	–	–
Free updates on: software, GraphX, and video scenarios	✓	✓	✓	✓	✓

The table applies to the US Market only.



Next Level, Multi-Room Team Training

MILO Range Shoothouse

The MILO Range Shoothouse system provides interactive, high-definition video and CGI graphics in a linked multi-room training environment, meeting the needs of team training and high throughput training programs. The system is operated by a single instructor using either a touchscreen monitor or wireless tablet, significantly reducing the operator/instructor resources needed. This is a unique training simulator offered only by MILO that provides multiple layers of interactivity to tactical training for a high-impact simulated shoot house experience.

A MILO Range Shoothouse system consists of one Shoothouse Control Station (SCS) and 2 to 5 ShootRoom™ stations (SRS). The Shoothouse control system consists of a desktop setup that supports up to 5 ShootRooms. Each ShootRoom system adds an interactive training room that can be used to extend scripts or add trainee throughput capability.

The MILO Range Shoothouse is based on the industry-leading MILO Range product platform and offers many out-of-the-box advantages over other solutions.

Features and Benefits

- Multi-room training
- Team, CQB, & CQM training
- Breach and entry training
- High Trainee throughput programs
- Supports 2 to 5 rooms
- Easy to add rooms at any time
- Full HD video in each room
- CGI targeting applications
- Laser and/or live fire
- Lethal & less than lethal options
- Lowlight / Flashlight
- Trainee Action Capture (TAC) video
- Touchscreen & Wireless Tablet control
- Hundreds of video training scenarios
- Single instructor for operation/training

Driving Force

The most valuable component of this combined training is that it takes the officer from the beginning to the end of a call. Officers will do exactly the same things in the training room that they do on duty: receiving and responding to a call in their patrol car, conducting an investigation or a field interview, making a simulated arrest, or even implementing force options.

Driving Force consists of one **MILO Range PRO system** and a **FAAC LE-1000 Police Driving Simulator** developed for emergency vehicle operator training to teach and assess judgment and decision-making skills. A comprehensive training curriculum ensures that both the instructor and the trainee(s) have the most advanced tools in the industry at their fingertips.

Features and Benefits

- Fully integrated Driving/Force options simulation
- Elevated immersion
- Simulator-to-simulator integration
- Scenario matching

Options

- Scenario development software application
- Multi-screen theater environment





Film Your Own Scenarios or Edit Scenarios in the Content Library.

MILO RANGE FEATURES

Trainee Action Capture (TAC)

The MILO Range PRO, Advanced, and Theaters systems include the Trainee Action Capture (TAC) feature, which records both color video and digital audio of the student during the training session. Instructors can then replay the captured video in regular and slow motion and frame by frame in either a picture-in-picture or scenario-only display mode.

KnowledgeBase Library

By utilizing KnowledgeBase from within the MILO Range session screen, instructors can present agency documentation, policy and procedures, images, videos, and presentations to the student via the projected screen downrange. KnowledgeBase empowers instructors to immediately reinforce policy and address missed learning objectives.

Lowlight and Flashlight Training Features

Switch to interactive lowlight and flashlight on all video-based and most GraphX scenarios. The MILO Range Theater, PRO, and Advanced systems allow you to quickly toggle into lowlight/flashlight mode based on your training needs and adjust the ambient lighting level.

MILO Course Designer

MILO Range offers customers the ability to create their own scenarios for use in the MILO Range simulator. Course Designer is an intuitive, graphical interface program for editing and producing interactive-based training content.

The content can be comprised of videos, graphics, text, slides, and questions that you create, as well as existing documents. The content you create can be used for presentations, classroom instruction, and testing and for use-of-force and firearms training.

Course Designer is easy to learn, highly configurable, and robust in features that enable you to create or modify individual scenarios quickly. It is included with the MILO Range PRO and Theater products.

MILO RANGE TRAINING MODES

Each MILO Range system includes three training modes: Scenarios, GraphX, and Firing Range.

Video-Based Scenarios - Interactive Training Videos

Our interactive video-based branching scenarios serve as a versatile training platform encompassing de-escalation, decision-making, verbalization, and weapon usage. These scenarios, presented in full-screen HD and 4K video, offer complete interactivity between trainees and instructors. They support the full spectrum of force options, enabling trainees to adapt to on-screen situations and respond with verbal commands, tactical strategies, and, if necessary, the appropriate use of force.

The system dynamically responds to the trainee’s actions in real-time, whether in simulation or live-fire exercises, while providing instructor-controlled branching for customized training experiences.

Additionally, we offer GreenFX scenarios, a hybrid scenario technology that leverages HD and 4K video alongside video characters against picture backgrounds. This innovative approach enables rapid, highly flexible scenario creation and editing.

- Up to 8 students and 16 laser weapons
- Lowlight/simulation flashlight training on all video scenarios
- HD audio & video recording of trainees for immediate review
- Easy to make your own 4K UHD video scenarios
- Dryfire/Replica, recoil laser weapon options, and live fire
- Supported on all screen configurations





GraphX Targeting - Interactive Firearms Skill Builders

GraphX exercises offer fully interactive dynamic firearms training, utilizing computer-generated 2D and 3D targets to enhance basic firearms skills and decision-making. These exercises provide real-time feedback, with scores displayed both during training sessions and for after-action reviews (AAR). Trainees can enhance a range of skills, including target timing, accuracy, target acquisition, and threat identification.

- Supports multiple shooters
- Real-time shot feedback and analysis
- Full HD image and target quality
- 100+ exercises included
- Skill-level adjustments and user-defined parameters
- Dryfire/Replica, recoil laser weapon options, and live fire
- Supported on all screen configurations

Firing Range - Static Targets & Interactive Courses

Firing Range offers a multi-lane target and qualification course solution for pistols and rifles to save live fire range training costs and automates qualification and scoring. Many industry-standard targets are included and additional targets can be created from any image file. Targets can be used for static distance or fully scripted courses of fire and are accurately scaled to simulated distances. Qualification courses offer distance, timing, and scoring as well as on-screen text and audio instructions for the course and a complete AAR and reporting module.

- Real-time ballistics, feedback, and analysis
- Supports simulated distances up to 1000m+
- Over 50 industry standard targets and qualification courses
- Dryfire/Replica, recoil laser weapon options, and live fire
- Supported on all screen configurations



OPTIONAL TRAINING MODES

Force on Force - Trainee Vs. Actor & System Dueling

With the Force on Force option in the MILO Range system, trainees interact with instructors, other trainees, or other actors in real-time. All actions are captured, along with weapon use, allowing a complete review. With Force on Force, trainees interact with unscripted real-time actors for the most challenging and realistic training experience. Screens can be in separate rooms or even separate buildings.

- Up to 6 trainees and 16 laser weapons on each screen
- Lowlight and flashlight training
- Full AAR with shot analysis and outcome debrief capabilities
- Unlimited training scenario possibilities
- Two system configuration options:
- System + remote actor station
- System vs. system
- Dryfire/Replica, recoil laser weapon options, and live fire
- Supported on all screen configurations

Focus 3D - CGI Scenario Environment

Focus3D is an all-CGI scenario environment that includes a library of different environments with hundreds of characters to create dynamic scenarios that can be as easy or complex as needed but allow for quick modification over time as training needs change. Because it does not rely on video content, characters, scenario flow, and other factors in the scenario can be changed at any time.

- Supports multiple shooters
- Real-time shot feedback and analysis
- Customize or build new scenarios
- Multiple scenarios included
- Dryfire/Replica, recoil laser weapon options, and live fire
- Supported on all screen configurations
- Focus scenario editor included



MILO Range Live Fire

Your Weapon. Your Ammo. Your Training.
Upgrade your MILO Range Pro, Advanced, and Classic System to a Live-Fire training module. The Live Fire module enables the use of live fire ammunition rounds with interactive HD video scenarios, virtual graphics targets, and multi-lane marksmanship training solutions. MILO Range Live Fire adds software capabilities, shot detection hardware, and a custom state-of-the-art Live Fire screen that allows you to maximize your training for a real-world experience by using live ammunition. MILO Range Live Fire modules can switch between laser-based and live-fire training at any time, without any reconfiguration or changes.

Features and Benefits

- Handgun & long Gun support
- State of the art, multi-layer screen technology
- Customizable size to fit your training range
- Fixed and portable target screen configurations
- Proven accuracy at +/- 5mm
- HD video scenarios
- Graphic ranges & customized course of fire

Customized Content Created Just for You!

MILO Custom Scenario Content

MILO provides a comprehensive service of custom scenario creation, where clients can incorporate their training objectives, policies, procedures, and familiar environments into their own video-based scenarios.

The MILO production team implements cutting-edge technological tools to produce customized scenarios, covering the entire process from talking through ideas, defining training objectives, custom lesson creation, and video and audio content capture to final scenario editing and creation.

With careful planning, our team will work with you on defining your training goals to create emotionally rich training scenarios that capture the uncertainty of real-world interactions while meeting your unique training objective(s).

”

“The team was professional, enjoyable to work with, and clearly cared about the subject matter we wanted to portray and were great with all the actors, especially with a few of the non-actors who were initially nervous.”





FORCE OPTIONS AND ACCESSORIES

Lethal Weapons

All MILO Range Use-of-Force products support almost every commonly used service weapon via included drop-in laser inserts or optional WRK kits, making the system ready to train right out of the box.

MILO Range Simulators support any double-action handgun that the agency provides, paired with a MILO Range dry-fire laser insert.

Synthetic and Dry Fire Options

SIRT Pistols

Glock, Smith & Wesson and Sig models available



Glock 17R



GBLS DAS GDR 15

The GBLS GDR 15 is an electronic powered rifle that provides realistic recoil.



SIRT STIC

The SIRT STIC allows you to mount your SIRT (Glock 17 model) pistol inside a familiar AR platform and take advantage of laser dry fire training.

Recoil Options

Identical to the M4 service weapon in fit, form, and function, the UNIT4 fires semi- and full-auto, with a completely realistic trigger pull and recoil.



UNIT 4 Classic Rifle



UNIT 4 Spec Ops Rifle



T4E TM-4

The TM-4 is modeled as a 1-1 replica of the M4 carbine in the fire control group, weight, appearance, and handling.



Recoil Kits

MILO exclusive drop-in recoil kits are designed to function in real firearms by replacing specific internal components within the weapon.

The kits can be easily installed and removed in minutes without causing any permanent modifications to the firearm. The recoil effect is powered by disposable CO2 cartridges or refillable magazines.

Features and Benefits

- Supports magazine changes
- Disposable 12g CO2 cartridges
- Refillable magazines
- Belt mount & floor tanks
- Wireless operation
- Zero weapon modifications
- Includes MILO Range laser
- Installs in 5 minutes or less
- Supports HPA for high volume fire



Pistol Kits



Rifle Kits



Shotgun Kits



Heavy Weapon Kits
M240B and M249

Recoil Accessories

WRK Refill Station

- Refill any WRK magazine with a complete kit
- Includes: base station, CO2 tank, and magazine adapter sled

WRK Refill Nozzle

- Quickly refill magazines with a large CO2 tank
- Includes: nozzle and tank

WRK Quick Fill Adapter

- Handheld WRK magazine refill
- Uses 12g CO2 cartridges
- Two to three refills per bottle

WRK Refill Sled

- Adapter sled for a WRK refill magazine, designed for use with the refill station

WRK Refill Magazine

- Dedicated refill-only WRK magazine

WRK Maintenance Kit

- Includes a set of rings, seals, tools, and replacement parts

Recoil Laser

- Laser designed for use with WRK kits

HPA / Tethered Options

- TRK Magazines for connection HPA tanks
- Support high volume / high firing rates
- Interchangeable with WRK kits and magazines



Less than Lethal Options

In addition to firearms training, with the MILO Range simulator you are able to train with all the tools on your duty belt. This includes ECW devices, OC spray, and flashlights.



OC Spray
Thumb or trigger styles
MK3 and MK9



Flashlight
Handheld and rail-mount



CEW Devices



gunSHOT Box™

The gunSHOT Box is an electric, remote-controlled gunfire simulation system designed for use with MILO simulators. The system delivers realistic gunshot sounds on-demand, immersing trainees in heightened alertness and adrenaline. The boxed system generates authentic gunshot sounds with safe levels of sound/percussion without the need for cartridges, expendables, or external speakers.

Tracking Return-Fire Cannon

The Tracking Return-Fire Cannon is a safe and effective projectile-based system that enables instructor-controlled aiming and firing capabilities on an all-electric platform.



MILO RANGE ANYWHERE- Wireless Instructor

The MILO Range Anywhere is a wireless handheld device designed to empower instructors by enabling them to engage more closely with trainees in the training area or on live-fire ranges.



MILO Range React!

MILO Range React! is a cutting-edge, industry-first wireless haptic feedback tool designed to emulate real-life stressors in high-intensity training scenarios. This device, worn like a standard police body camera, can be activated by instructors during MILO scenario-based training. It employs flashing lights, vibrations, and a piercing 80-120db alarm to simulate distractions and stress.



MILO Range Biofeedback Device

The MILO Range Biofeedback Device is a heart rate armband that provides real-time AAR heart rate, providing valuable insight into the trainee’s performance during scenarios.

CBT SIM
CDI SIM

MILO is the exclusive provider of Counter Bias Training Simulation (CBTSim™), the award-winning solution created from over a decade of DOJ grant-funded research. With a combination of evidence-based curriculum and the immersive power of MILO technology, officers are presented with a diverse range of scenarios in which they are required to interact, de-escalate, make split-second decisions, and then identify why they made those decisions.

The goal of CBTSim is for officers to treat citizens fairly and free of bias, and to make any use-of-force decisions based on threat cues alone, and not on citizen characteristics like demographics or socio-economic status. The self-reflective debrief following each scenario allows officers to recognize and address any biases they may have in a non-judgmental way. Simultaneously, presenting officers with scenarios in which citizen characteristics are not predictably related to whether force is required counters any stereotyping that officers may employ.

CBTSim Curriculum Package

This option provides extensive instructor materials, including copyrighted curriculum developed by Washington State University (WSU) faculty, and allows the department to train as many personnel as required in any timeframe.

Optional Train-the-Trainer course:

This comprehensive one-day program will be delivered by an experienced WSU instructor, equipping your team with the knowledge and skills necessary to conduct a CBTSim training course effectively. By offering this specialized training, you can ensure that your instructors are well-prepared to deliver high-quality and impactful training sessions using CBTSim, further enhancing the overall training experience for your participants.

Fully Facilitated Counter-Bias Training

Bring a WSU faculty CBTSim researcher to your location for a comprehensive counter-bias training program led by the developers themselves. This option is best for those without a MILO simulator. This option does not require any involvement from the department except providing a training space and scheduling officers (approximately 10 per day) to take the training.



Reduction in Officer Discrimination Complaints After CBTSim Training

Data from a 2017 Washington State University Study



Evidence-based framework from academic research in bias counter-conditioning and guided self-reflection



Awarded the Seal of Excellence by the International Association of Directors of Law Enforcement Standards and Training (**IADLEST**)

PRODUCT TRAINING

In addition to the training included with each system purchase, we provide after-market product training on all MILO Range products. Instruction is given in a “Train the Trainer” format. Training can be offered at your location or our in-house training room in Ann Arbor, Michigan. You will receive personalized training from one of our highly trained instructors. Our instructors have extensive knowledge of our products and work to meet your training needs.

One-Day Refresher Training

The one-day refresher course covers the basic setup, operation, and maintenance of any MILO Range product and accessories. The class can be held at your location or MILO headquarters.

Three-Day Refresher Training

The three-day refresher course covers the basic setup, operation, maintenance, filming, and Course Designer editing on the MILO Range PRO, Theater, or Shoothouse products. The class can be held at your location or MILO headquarters.

Custom Training Programs

MILO offers custom training programs for large groups or those requiring a unique syllabus.

WARRANTY PROGRAMS

Platinum Warranty and Support

The platinum warranty support plan offers a premium level of service and includes a system upgrade for a fraction of the price of a new system.

The Platinum warranty provides the following key benefits:

- Telephone Support
- Loaner System
- Software & Scenario Updates
- Refresher Training
- System Upgrade

Bronze Warranty and Support

The bronze warranty support plan is the standard level of warranty, included with all MILO Range Training systems. Additional years of Bronze warranty can also be purchased for any MILO Range training system at the point of sale, or after-market by contacting the company for a quote and terms.

The Bronze warranty provides the following key benefits:

- Telephone Support
- Software & Scenario Updates
- Refresher Training

Explanation of Benefits - *US Market Only*

Telephone Support

Platinum warranty customers are entitled to 24×7 telephone support by dialing 1-866-655-3809.

Loaner System - *Platinum only*

A loaner system shall be available for customer system failures that could result in downtime beyond 48 hours.

Software & Scenario Updates

Warranty customers are entitled to software updates and new scenarios at no cost, provided the system hardware supports those updates and scenarios. Software upgrades, defined as software releases containing new features or major version changes, may not be included.

Refresher Training

Warranty customers are entitled to unlimited refresher training at the MILO headquarters in Ann Arbor, Michigan during the warranty period.

System Upgrade - *Platinum only*

- The system upgrade shall include:
- New MILO Range computer with monitor, keyboard & mouse
 - New projector & projection screen
 - New speaker system
 - Latest MILO-approved Windows operating system
 - Latest MILO Range software version,
 - Updated MILO scenario library
 - New trainee action capture camera solution
 - All costs to produce system & ship via standard shipping



MILO SUPPORT

Our primary goal is to ensure customer satisfaction. Our dedicated staff takes great pride in providing the best customer support in the industry. We strive to be number one with both our products and customer service by offering several ways for our customers to receive support from our experienced and knowledgeable unit. We stand by our motto: “**Serving Those Who Protect Us!**”



MILO
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