

## Service Program Descriptions

### **TOS      Equipment Turn On Service WITH OUT On Site Warranty**

Price:

- ❖ Equipment Turn On Service is for customer that would like to have start-up performed without adding additional coverage to the of the equipment warranty.
- ❖ This coverage can be performed as an On-Site Startup Service for any DSPM product.
- ❖ All parts and labor to repair if **NOT** covered under a current Warranty or Service Plan and will be billed at DSPM current rates unless covered by a current warranty or service plan.

### **CI      Certification Inspection Visit**

Price:

- ❖ The Certification/Inspection is a service provided to certify equipment capable is placed under a warranty/service plan.
- ❖ The Certification Inspection is complete when all repairs are completed
- ❖ The Certification Inspection is billed at DSPM current hourly rates based on time of day and day of week service is performed.
- ❖ All part needed to complete the repairs are billed at DSPM current list prices

### **SW58      Extended On-Site Warranty 8-5 Mon.-Fri.**

Price:

- ❖ This Extended Warranty Plan is to be purchased while the equipment is still under current warranty coverage, or after approval by DSPM and a Certification Inspection by DSPM.
- ❖ This plan covers all replacement parts and labor including travel time and expenses for all emergency calls to service the unit. All service calls will be made between 8:00 a.m. and 5:00 p.m. and will be limited to Monday through Friday with the exception of the DSPM's designated holidays.
- ❖ If the Customer requests remedial maintenance outside of the contracted coverage or preventive maintenance, DSPM will provide this service. This service will be charged to the Customer at DSPM's standard hourly rates in effect at the time of the service, and will be subject to an available field engineer.
- ❖ DSPM will provide all replacement parts for parts that are found defective during emergency service calls. If Replaced parts are used from any Customer- spare parts kit, DSPM will replace them to the Customer-owned spare parts kit with no charges to the Customer.
- ❖ DSPM will include installation of any changes for safety reasons and at DSPM option, install any factory enhancements and upgrades, and reliability changes or improvements during the emergency service call. Uninterruptible Power Systems (UPS) and Emergency Lighting Inverter's batteries are **NOT** warranted under this plan unless specified. DSPM will provide the maintenance and testing for the batteries at DSPM's the hourly rates in effect for DSPM. DSPM unless specified otherwise in contract, will **NOT** provide Battery replacements but will assist the customer in the replacement of the batteries through the battery manufacturers warranty.

### **SW724      Extended On-Site Warranty 24Hr/day 7Days/week Except Holidays**

Price:

- ❖ This Extended Warranty Plan is to be purchased while the equipment is still under current warranty coverage, or after approval by DSPM and a Certification Inspection by DSPM.

- ❖ This plan covers all replacement parts and labor including travel time and expenses for all emergency calls to service the unit. All service calls will be made Seven (7) days a week exception of the DSPM’s designated holidays.
- ❖ If the Customer requests remedial maintenance outside of the contracted coverage or preventive maintenance, DSPM will provide this service. This service will be charged to the Customer at DSPM’s standard hourly rates in effect at the time of the service, and will be subject to an available field engineer.
- ❖ DSPM will provide all replacement parts for parts that are found defective during emergency service calls. If Replaced parts are used from any Customer- spare parts kit, DSPM will replace them to the Customer-owned spare parts kit with no charges to the Customer.
- ❖ DSPM will include installation of any changes for safety reasons and at DSPM option, install any factory enhancements and upgrades, and reliability changes or improvements during the emergency service call. Uninterruptible Power Systems (UPS) and Emergency Lighting Inverter’s batteries are **NOT** warranted under this plan unless specified. DSPM will provide the maintenance and testing for the batteries at DSPM’s the hourly rates in effect for DSPM. DSPM unless specified otherwise, will **NOT** provide Battery replacements but will assist the customer in the replacement of the batteries through the battery manufacturers warranty.

**SW365 Extended On-Site Warranty 24Hr/day 7Days/week including Holidays**

Price:

- ❖ This Extended Warranty Plan is to be purchased while the equipment is still under current warranty coverage, or after approval by DSPM and a Certification Inspection by DSPM.
- ❖ This plan covers all replacement parts and labor including travel time and expenses for all emergency calls to service the unit. All service calls will be made Seven (7) days a week exception of the DSPM’s designated holidays.
- ❖ If the Customer requests remedial maintenance outside of the contracted coverage or preventive maintenance, DSPM will provide this service. This service will be charged to the Customer at DSPM’s standard hourly rates in effect at the time of the service, and will be subject to an available field engineer.
- ❖ DSPM will provide all replacement parts for parts that are found defective during emergency service calls. If Replaced parts are used from any Customer- spare parts kit, DSPM will replace them to the Customer-owned spare parts kit with no charges to the Customer.
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**SF58-1 Full Service Contract 8-5 Mon. – Fri.**

Price:

- ❖ This Full Service Plan is to be purchased while the equipment is still under current warranty coverage, or after approval by DSPM and a Certification Inspection by DSPM.
- ❖ This Full Service Plan covers all emergency calls to service the unit and one (1) Preventive Maintenance call per year. Additional Preventive Maintenance calls can per purchased/added to the plan
- ❖ This plan covers all replacement parts and labor including travel time and expenses for all emergency calls and one (1) Preventive maintenance call to service the unit. All service calls will be made between 8:00a.m. and 5:00p.m. and are limited to Monday through Friday excluding DSPM’s designated holidays.
- ❖ If the Customer requests remedial maintenance or preventive maintenance outside of the contracted coverage, DSPM will provide this service. This service will be charged to the Customer at DSPM’s standard hourly rates in effect at the time of the service, and will be subject to an available field engineer.
- ❖ DSPM will provide all replacement parts for parts that are found defective during emergency service calls. If Replaced parts are used from any Customer- spare parts kit, DSPM will replace them to the Customer-owned spare parts kit with no charges to the Customer.

- ❖ DSPM will include installation of any changes for safety reasons and at DSPM option, install any factory enhancements and upgrades, and reliability changes or improvements during the preventive maintenance service call. Uninterruptible Power Systems (UPS) and Emergency Lighting Inverter's batteries are **NOT** warranted under this plan unless specified. DSPM will provide the maintenance and testing for the batteries at DSPM's the hourly rates in effect for DSPM. DSPM unless specified otherwise, will **NOT** provide Battery replacements but will assist the customer in the replacement of the batteries through the battery manufacturers warranty.

### SF724-1 Full Service Contract 24 Hr/day 7 Days/week Except Holidays

Price:

- ❖ This Full Service Plan is to be purchased while the equipment is still under current warranty coverage, or after approval by DSPM and a Certification Inspection by DSPM.
- ❖ This Full Service Plan covers all emergency calls to service the unit and one (1) Preventive Maintenance call per year. Additional Preventive Maintenance calls can per purchased/added to the plan
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### SF365-1 Full Service Contract 24 Hr/day 7 Days/week including Holidays

Price:

- ❖ This Full Service Plan is to be purchased while the equipment is still under current warranty coverage, or after approval by DSPM and a Certification Inspection by DSPM.
- ❖ This Full Service Plan covers all emergency calls to service the unit and one (1) Preventive Maintenance call per year. Additional Preventive Maintenance calls can per purchased/added to the plan
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Plan Type	COVERAGE	LABOR	PARTS	TRAVEL EXPANSES	EMERGENCY CALLS	PREVENTIVE MAINTENANCE
TOS	8-5 Mon-Fri	X	X <sup>1</sup>	X		
CI	Service is as per customer request	X		X		
SW58*	8-5 Mon-Fri	X	X	X	X	
SW724*	7 days per week 24 hours per day Except Holidays	X	X	X	X	
SW365*	7 days per week 24 hours per day Including Holidays	X	X	X	X	
SF58-n*	8-5 Mon-Fri	X	X	X	X	X
SF724-n*	7 days per week 24 hours per day Except Holidays	X	X	X	X	X
SF365-n*	7 days per week 24 hours per day Including Holidays	X	X	X	X	X

NOTES:

- X Included with Plan Type
- X<sup>1</sup> Included If Performed During Warranty Period or With Unit Under a Service Contract. Coverage for parts must be from other coverage such as an Extended Warranty or Service Contract.
- n indicates the number of Preventive Maintenance Calls per year
- \* Must be purchased during an active original factory warranty, during an active Extended Warranty, during an active Service Contract, or After a CI with DSPM Management approval.

Multiple Unit discount for more then one unit at a single location only, and startups are all at the same time.

<u>Qty</u>	<u>Multiplier</u>
2 to 5	1.00
6 to 10	0.90
11 to 15	0.82
16 to 20	0.75
21 to 25	0.70
26 to 30	0.65
31 to 35	0.60

## CUSTOMER SERVICE RATES

### Labor Rates:

#### Repair Charges (Customer Site Time)

8 to 5 Monday thru Friday excluding holidays	\$140.00
All other times excluding holidays	\$210.00
Holidays	\$280.00

#### Travel Charges (Round Trip)

All travel time excluding holidays	\$140.00
Travel time for holidays	\$210.00

### Expenses:

Travel expenses for all services **NOT** covered under an EXTENDED WARRANTY PLAN or a SERVICE CONTRACT will be billed at actual cost.