

# Encelium X Systems

## North America Service and Support Plan

### Basic Level

Encelium's multiple tiers of Service and Support Plans make it easier to meet your maintenance, reliability, and performance needs while leveraging the total value of your Lighting Control System. In addition, these tiers give you the flexibility to optimize your support strategy to best suit your operation. With any tier, you'll be connected with our highly qualified group of support professionals who are there to help you every step of the way.

Here is what is included in the Basic Level Service and Support Plan:

- An allotment of hours per year (based on the size and complexity of the installation) for technical support and troubleshooting to aid customer personnel in the daily operation of the system and to facilitate any required adjustments to restore the system to normal operation at the customer site.

These repairs and adjustments include remote system diagnostic inspection to remedy any component performance related issues, system configuration modifications as requested by customer, and telephone or email support for such issues as software operation, general system management, identifying and defining any system problems and assisting in providing solutions.

- Encelium X standard system software updates and upgrades as released by Encelium\*. May not be applicable to customized software solutions.
- Unlimited access to the Encelium Support Answering Service.
- An Encelium X support representative will respond within 8 hours of the request for troubleshooting or diagnostic service during business hours (9:00 a.m. to 5:00 p.m. EST Monday to Friday excluding recognized holidays).
- This Service and Support Plan excludes system product replacement, except where covered by warranty.
- Remote access is required.
- Additional support coverage options are available. Please contact your Encelium Customer Service Representative for details.

\*Assumes current hardware supports upgraded software.



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