

# Encelium X Systems

## North America Service and Support Plan

### Silver 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 Management 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 Silver 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 4 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.
- An allotment of hours per year available for remote system diagnostic inspection(s) to verify system performance and that the general operation of the system is under normal operating conditions scheduled annually by customer and Encelium, or authorized representative.
- Includes two annual site visits of one day each (7.5 hours) and all associated travel costs. Hours to be taken from allotted service contract hours. Site visits can be used for training, system optimization and troubleshooting. Two to three weeks notice must be provided to Encelium X technical support when scheduling a site visit.
- 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.