

# ENCELIUM<sup>®</sup> Systems

## Service support plan: Gold level

- 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 (for systems with that capability) 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.
- Unlimited OSRAM SYLVANIA Inc. Answering Service (1-888-531-7573)
- An ENCELIUM representative will respond within 8 hours of the request for troubleshooting or diagnostic service during business hours (8:00 a.m. to 6:00 p.m. EST Monday to Friday excluding recognized holidays).
- This service 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 OSRAM SYLVANIA Inc. or authorized representative.
- Software updates and upgrades as released by OSRAM SYLVANIA Inc., applicable to standard software and may not be applicable to customized software solutions and assumes current hardware supports upgraded software.
- Includes the ENCELIUM Energy Management System Limited Warranty.
- Please refer to the OSRAM SYLVANIA Inc. “ENCELIUM Energy Management System Service Plan Terms and Conditions” for additional coverage details.
- Includes four 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 technical support when scheduling a site visit.

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