

# ENCELIUM® Systems

## Service support plan: Basic 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.
- 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.
- 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.
- 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.

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