

ClarkPowell Assurance

Includes

- ✓ On-site priority response

- ✓ Service support available Monday–Friday, 8 a.m.–5 p.m.

- ✓ On-site system troubleshooting, diagnostics, repairs, and adjustments to restore system operation (maximum next business day*)

- ✓ Heavily discounted rental rates for workaround loaner

- ✓ Control system modifications — minor revisions in appearance of control panel(s) but no functionality changes (for control systems originally programmed by ClarkPowell)

- ✓ Labor to de-install/re-install equipment covered under manufacturer warranty

- ✓ Custom programming changes to control system (up to 2) — changes to accommodate limited functionality or simplistic equipment additions to the system (for control systems originally programmed by ClarkPowell)

- ✓ Off-site remote troubleshooting and diagnostics (IP or Ethernet solutions)

- ✓ Preventative maintenance visits — on-site scheduled comprehensive maintenance sessions for routine cleaning, adjustments, alignments, and repairs at designated times throughout the year

- ✓ Priority status for in-shop diagnostics and repairs plus a 25% labor reduction at ClarkPowell Service Centers

- ✓ Shipping to and from manufacturer or ClarkPowell Service Centers

NOT COVERED are repair or replacement of equipment damaged by accident, lightning, fire, theft, neglect, misuse, acts of God, failure or fluctuation of electrical power, inadequate environmental conditions, attempts made by the Client or other vendors to repair or modify the equipment, operational errors, and other conditions not under the control of ClarkPowell. Also not covered are service at Client's request (outside of standard operating hours) and service requested by Client for rearrangement (such as additional wiring, moving other equipment or cables, or relocating equipment).

*For calls received by 1 p.m.