





Mechanical Maintenance Agreements Overview

Strategic Care Programs Mechanical				
Discounted rates for service calls	X	X	X	N/A
Free phone support for mechanical issues	X	X	X	X
One-year warranty on new parts	X	X	X	X
Optional billing cycles		X	X	X
Complete follow up report detailing findings and proposals for repairs		X	X	X
Guaranteed phone response times (time's vary by package)		X	X	X
Predetermined number of planned maintenance visits		X	X	X
Field Service Management Software			X	X
One-year warranty on labor			X	X
Onsite quarterly inventory of new spare parts located at customer site			X	X
Emergency mechanical response 24/7			X	X
Unlimited mechanical service 24/5			X	N/A
Unlimited mechanical service 24/7				X
Discounted bulk pricing on mechanical spare parts				X
Monthly system inspection				X