

SERVICE AGREEMENTS

To better protect your systems, **AMETEK Solidstate Controls** provides three multi-year **Comprehensive Service Agreement (CSA)** options that are designed to ensure you're receiving continuous Original Equipment Manufacturer recommended service for your AMETEK Solidstate Controls' systems. The CSA not only offers a wide range of services, but also provides many benefits for our clients that extend beyond standard Preventive Maintenance service, including:

- ▲ Guaranteed emergency on-site response time within 72 hours for CSA holders with the potential of an even quicker on-site response if resources and schedules allow
- ▲ No additional purchase order necessary for emergency service allowing for the client to bypass the administrative process and allowing AMETEK Solidstate Controls to service the site quicker
- ▲ Protection from price increases throughout the term of the CSA since the quote amount is the same amount for each CSA year allowing for easier budgeting
- ▲ Discount on spare parts

SERVICE AGREEMENT OPTIONS

	CSA Basic	CSA ¹ (Most Popular)	CSA Plus ¹
System Operational & Functional	Every 5 Years	Annually	Annually
24/7 Emergency Support	Included	Included	Included
Guaranteed Emergency Response	Not Specified	72 Hours	24 Hours
Warranty Coverage	12 Months following a PM	Continuous	Continuous
Spare Parts Discount	5%	15%	20%
Training Discount	None	25%	50%

¹ CSA and CSA Plus meet factory recommended guidelines for preventive maintenance

CSA Focus

Throughout the term of a CSA, each system placed under the contract will receive our Preventive Maintenance (PM) every year. We've developed this lifetime schedule for Annual PM, 5 Year PM and 10 Year PM based on our testing, field experience and supplier recommendations. The 10 Year PM is usually accompanied by a Printed Circuit Board Replacement (PCBR) service. Per our records and recommendations, all levels of PM service can be included within the CSA. All PM service levels include multi-point System Operational and Functional Testing and Parts Replacement. The table below details Parts Replacement. We also offer an array of battery services including testing, which can be built into your CSA to ensure the maintenance of your battery banks is covered.

Preventive Maintenance (PM) Level ¹	Parts Replaced
Annual PM	Critical PC Board Relays
5 Year PM	All Fans, Fuses, Relays and Lights
10 Year PM	All 5 Year PM Parts PLUS All Capacitors and Printed Circuit Boards

¹All PM services include a Service Report delivered to the client upon completion and a 12-month extended Factory Warranty for the system

CSA Flexibility

CSA and CSA Plus terms are typically three years and the CSA Basic is five years to ensure that each system under the agreement undergoes a major (5 Year or 10 Year) PM. We offer a high degree of flexibility though to ensure the plan suits the client's specific needs. Some common customizations to our CSAs include:

- Building the CSA to fit the site's upcoming outage schedule. During non-outage years for a system, we can offer a plan that provides a visual inspection while still maintaining extended service warranty for that particular system.
- Clients can place as many AMETEK Solidstate Controls systems under a CSA as they would like. For example, if two additional AMETEK systems were installed at a site during the first year or the CSA, those two systems can be added to the CSA starting in the contract's second year.

24/7 EMERGENCY SUPPORT

Our dedicated, factory-trained technical support team are available 24/7 to assist with the operation or service of your systems. Our emergency phone line rings directly to our engineers and they will determine whether they can help you troubleshoot over the phone or through a screen share. If they deem on-site service is necessary, they will help get you scheduled with a technician.

WORLD HEADQUARTERS

875 Dearborn Drive
Columbus, Ohio 43085
Phone: +1-614-846-7500
Toll Free: +1-800-635-7300
Fax: +1-614-885-3990

GLOBAL OFFICES LOCATED IN

Mexico South America
Asia Pacific Middle East
Canada India

WEBSITE

www.solidstatecontrolsinc.com

EMAIL

SCI.sales@AMETEK.com



THE PURPOSE OF OUR BUSINESS IS TO PROVIDE CONTINUITY OF ELECTRICAL POWER TO KEEP BUSINESSES IN BUSINESS.

WE DO THIS BY HELPING CLIENTS SOLVE THEIR POWER PROBLEMS AND BY CREATING THE MOST ECONOMICAL LONG-TERM RESULTS.