

SCADA WARRANTY

SCADA SUPPORT & MAINTENANCE

COVERAGE	TIER 1	TIER 2	LTSA
Ulteig SCADA Hardware	X	X	
Ulteig SCADA Software and Workmanship	X	X	
Extended OEM Equipment Warranties		X	
Remote Diagnostic and Resolution		X	X
Access to technical support via web, email, and telephone		X	X
8 x 5 Business hour support		X	X
SCADA break/fix support			X
Assistance in answering day-to-day usage questions			X
Bi-Annual Preventive Maintenance Activities			X
Service level objectives for break/fix response			X
PPC/HMI Enhancements			X
24/7 Critical Incident Support*			*Terms and conditions apply