



Ulteig

SCADA LONG-TERM SERVICE AGREEMENT

Ulteig's SCADA Long-Term Service Agreement (LTSA) offers clients ongoing access to expert support for the complex SCADA systems we design and implement. Tailored for asset managers, O&M teams and site operators, the LTSA ensures critical issues are resolved quickly while also enabling preventive maintenance and minor system updates.

With flexible support tiers, remote diagnostics and 24/7 coverage, clients can maximize system uptime, enhance reliability and preserve the longevity of their systems. This service provides an on-demand resource pool of SCADA expertise, serving as an arms-length extension to your internal resources.

WHAT WE OFFER

- Tiered technical support tailored to client needs
- Ulteig Expert-provided remote SCADA break/fix and troubleshooting support
- Preventive maintenance, including server performance checks, log reviews and system health audits
- Root cause analysis for SCADA performance issues and system defects
- Support for SCADA system usage questions and team education
- HMI/PPC enhancements and configuration changes
- Defined service-level objectives (SLOs) for prioritized incident response
- Web/email/phone ticketing system with centralized history tracking and visibility

GET IN TOUCH WITH OUR TEAM

ulteig.com | 888.858.3441 | connect@ulteig.com



COVERAGE	SCADA WARRANTY		SCADA SUPPORT & MAINTENANCE
	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

FAQ

Does Ulteig offer 24/7 support?

Yes. Starting January 2026, Ulteig will provide 24/7 support for critical issue response.

What is the difference between Warranty and LTSA?

Ulteig's Warranty ensures systems are free from defects in materials and workmanship, covering OEM-backed replacements and basic tiers. The Long-Term Service Agreement (LTSA) goes further—offering preventive maintenance, enhancements, and 24/7 support to keep operations running smoothly and efficiently.

Can LTSA extend past my warranty period?

Yes. While the warranty is limited to a defined duration, clients can continue with the LTSA for ongoing site support after the warranty period.