

Critical Power

Maintenance Contracts (Silver & Gold)

Description	Silver	Gold
One preventative maintenance visit.	✓	
Two preventative maintenance visits.		✓
Four hour response time in a down time situation.	✓	✓
Twenty-four hour telephone technical support.	✓	✓
Coverage of all parts.	✓	✓
Coverage of all regular time labor.	✓	✓
Coverage of all travel and expenses.	✓	✓
Preferred customer rates for labor and parts outside the GE maintenance contract scope of work.	✓	✓
Platinum Service Plan		
<p>In addition to either the silver or gold program, the platinum service plan provides an onsite storage cabinet of spare parts. The spare parts will be replenished at no charge if any parts are used on a service call. This eliminates shipping parts to a site that needs repair. At the end of the contract the storage cabinet will be shipped back to GE. Contact GE for Platinum contract pricing.</p>		

Silver Service Plan

One (1) annual comprehensive pre-scheduled preventative maintenance visit by a GE factory trained service technician during regular business hours (Monday - Friday, 8AM - 5PM). The tasks performed include:

- Thorough visual inspection and correction of all parts (bulbs, displays, missing hardware, cleanliness).
- Verify settings and operation of all monitoring components.
- Check system for proper load balance, kVA usage and for building alarm status.
- Complete reporting of all services performed.
- Perform infrared probe of internal connections.
- Automatic engineering upgrades of PC boards and software.

Gold Service Plan

Two (2) annual comprehensive pre-scheduled preventative maintenance visits by a GE factory trained service technician during regular business hours (Monday - Friday, 8AM - 5PM). The tasks performed include:

- Thorough visual inspection and correction of all parts (bulbs, displays, missing hardware, cleanliness).
- Verify settings and operation of all monitoring components.
- Check system for proper load balance, kVA usage and for building alarm status.
- Complete reporting of all services performed.
- Perform infrared probe of internal connections.
- Automatic engineering upgrades of PC boards and software.