

Gold Customer Protection Plan

Schedule of Service

Availability: Seven days a week, 24 hours a day

Response Time: Two to four hours following receipt of a service call. An authorized person must place the call

Response Status: Priority Response

Labor Coverage: All service labor is covered as part of this plan

Remote Diagnostics: Where applicable, remote diagnostics and support will be performed during the above stated availability and is covered under this plan

Items Not Covered: This includes damage cause by misuse, abuse, accident, disaster, fire, flood, water, wind, lightening, and Acts of God. In addition, items designed to fall in order to protect the equipment, such as power and/or lightening suppressors, are also not covered by this plan.

Preventative Maintenance: Provided Annually

