



## Blue Diamond Protection Plan

### *Schedule of Service*

<b>Availability:</b>	Seven days a week, 24 hours a day
<b>Response Time:</b>	Two to four hours following receipt of a service call. An authorized person must place the call
<b>Response Status:</b>	Priority Response
<b>Defect Correctable Response Time:</b>	Defective Equipment will be replaced with loaner equipment from our Service Pool. Resolution of the problem will be within 24 hours following the receipt of a service call.
<b>Parts Coverage:</b>	All parts are covered as part of this plan
<b>Labor Coverage:</b>	All labor is covered as part of this plan
<b>Instant Loaner:</b>	We maintain a service pool of loaner equipment specifically designed to support our Full Service Plan clients. <b><i>If our field technicians are not able to repair a piece of faulty equipment at your location, then we will replace it with a loaner, keeping your system up and running.</i></b> The defective equipment will be repaired at our facility, and returned to your site accordingly.
<b>Items Not Covered:</b>	This includes damage cause by misuse, abuse, accident, disaster, fire, flood, water, wind, lightening, and Acts of God. Inaddition, items designed to fall inorder to protect the equipment, such as power and/or lightening suppressors, are also not covered by this plan.
<b>Preventative Maintenance:</b>	Provided Annually

