

# Cybectec SMP Family of Products Warranty and Maintenance Options

Cooper Power Systems is committed to providing its customers with the highest quality service. We stay attuned to our customers' needs, and our products are constantly evolving to provide the most sophisticated and easy-to-use solutions for the power industry.

Our products are designed to provide continuous trouble-free operation. However, hardware components can fail. Operating conditions can change, leading to unanticipated software incompatibilities. New industry standards and new devices are constantly being introduced. Our products are constantly being improved to support the evolving requirements of the industry.

To help you preserve your investment and ensure the continued operation of your systems, we offer a number of warranty and maintenance plans.

## Basic Warranty and Support

**SMP 4-20 and SMP 8-40** – Cooper Power Systems will promptly replace or repair any device that fails during a period of 18 months after delivery or 12 months after installation, whichever occurs first.

**SMP 4, SMP 16/CP, SMP 16/SG and SMP I/O** – Cooper Power Systems will promptly replace or repair any device that fails during a period of 5 years after delivery.

**Software** – During a period of 18 months after delivery or 12 months after installation, whichever occurs first, Cooper Power Systems will correct any software problem that prevents the system from meeting stated customer requirements.

**Technical support** – The basic warranty includes free technical support from our engineering staff for during a period of 18 months after delivery or 12 months after installation. Questions and problems can be submitted by the designated customer contact by email, fax or phone during our normal business hours: 8 AM to 5 PM EST.

**Note:** A complete description of the product warranty and associated conditions is included in the Commercial and Technical Proposal document.

## Warranty Extension Plan

The Cybectec SMP family of products warranty extension plan ensures that your Cybectec SMP family of products and their accessories will promptly be replaced with pre-configured units in the event of a hardware failure.

- In the event of a hardware failure of the Cybectec SMP family of products or any of its accessories, you will be provided with a replacement within 5 business days.
- The replacement Cybectec SMP family of products will be pre-configured with either the latest version of the gateway software or the version delivered originally. You will have to install the appropriate configuration files in order to make the system fully operational.

The Cybectec SMP family of products warranty extension plan is a one-year contract based on only 8 % of the total purchase price of the Cybectec SMP family of products, including all accessories and software licenses. The plan must be purchased before the original warranty expires and is effective for one year from its date of purchase. The plan is automatically renewed unless canceled in writing.

## Maintenance Plan

The Cybectec SMP family of products maintenance plan provides you with continuous access to the latest version of the gateway software and of the Microsoft Windows®-based configuration and maintenance tools. The plan also gives you unlimited access to our technical support staff during our normal business hours, which will be happy to assist you in using the tools to configure your Cybectec SMP family of products.

You will have free access to new releases of Cybectec SMP family of products software, Windows-based configuration and maintenance tools, licensed protocols, and software components. A minimum of one major update per year is planned for the gateway software and Windows-based tools.

- You will receive automatic notification of updates, patches, and fixes to existing versions of the software products covered under the plan.
- You will have unlimited access to our technical support staff. Questions and problems can be submitted by email, fax or phone during our normal business hours: 8 AM to 5 PM EST.

The Cybectec SMP family of products maintenance plan is a one-year contract with a fixed fee per Cybectec SMP family of products, regardless of accessories or software options. A corporate license for an unlimited number of Cybectec SMP Gateway can also be purchased.

Coverage begins on the date of purchase, and the plan is automatically renewed unless canceled in writing.

## Engineering/Product Specialist Support Plan

The Cybectec SMP family of products engineering support plan gives you access to our technical support staff, which will be happy to assist you with your automation project.

- High-quality product specialist is provided by experienced product specialists with direct access to the product developers.
- Our product specialist staff can assist you with configuring your Cybectec SMP family of products system, analyzing device protocols, diagnosing communication problems, or using the SMP Tools.
- Questions and problems can be submitted by email, fax or phone during our normal business hours: 8 AM to 5 PM EST.

Product specialist is available on an hourly rate basis, please contact us for more information.

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