

Cybectec Software 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

Under the basic Cybectec Software Products warranty, Cooper Power Systems will correct any software problem that prevents the system from meeting stated customer requirements for a period of one year.

The basic warranty includes free technical support from our engineering staff for during a period of 90 days following purchase. 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 Software Products maintenance plan provides you with continuous access to the latest version of the server and client software. The plan also ensures unlimited access to our technical support staff to assist you in configuring and using the system.

- You will have free access to new software releases. A minimum of one major update per year is planned.
- You will receive automatic notification of updates, patches, and fixes to existing versions of your covered software products.
- 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 Software Products maintenance plan is a one-year contract based on a percentage of the total purchase price of the system, including all accessories and options. A corporate license for an unlimited number of servers can also be purchased.

The maintenance plan must be purchased within 90 days of product purchase. Coverage begins on the date of purchase, and the plan is automatically renewed unless canceled in writing.

Maintenance Plan

The Cybectec Software Products engineering support plan provides you with access to our technical support staff.

- High-quality technical support is provided by experienced product specialists with direct access to the product developers.
- Our technical support staff can assist you in setting up your Visual Substation system, configuring data points and alarms, and creating custom data displays, single-line diagrams and reports.
- 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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