NAM SERVICES

Power Protection Services
Preventative maintenance plans

Preventative maintenance plans offer an annual inspection of your equipment to identify and correct potential problems before a crisis occurs. Our Elite plan is comprehensive and provides all-inclusive coverage for any emergency or failure, with the peace of mind that an authorized factory trained technician will be on site to address your problem within a matter of hours.

Basic Plus
• One (1) preventative maintenance visit scheduled anytime, day or night, excluding holidays
• Travel and accommodation expenses to and from the site location
• 7x24 coverage for time and material billable services
• 15% discount on spare parts
• Discount on hourly service rates for remedial and emergency visits
• Priority scheduling on remedial and emergency service visits over non-contracted customers
• A factory trained representative available 24-hours per day/365 days per year

To schedule service call:
800 CYBEREX (292 3739)

Supreme
• One (1) preventative maintenance visit scheduled anytime, day or night, excluding holidays
• Travel and accommodation expenses to and from the site location
• 7x24 coverage
• 15% discount on spare parts
• Repair and emergency service visits included
• Priority scheduling on remedial and emergency service visits over non-contracted customers
• A factory trained representative available 24-hours per day/365 days per year
• 24-hour, 8-hour, or 4-hour response times*
• Replacement of on-site spare stock if part is used for preventative maintenance, an emergency, or repair

Elite
• One (1) preventative maintenance visit scheduled anytime, day or night, excluding holidays
• Travel and accommodation expenses to and from the site location
• 7x24 coverage
• 15% discount on spare parts
• Repair and emergency service visits included
• Priority scheduling on remedial and emergency service visits over non-contracted customers
• A factory trained representative available 24-hours per day/365 days per year
• 24-hour, 8-hour, or 4-hour response times*
• Includes replacement of any defective part used for preventative maintenance, an emergency, or repair (excluding batteries)
• Replacement of on-site spare stock if part is used for preventative maintenance, an emergency, or repair

* 24-hour – guaranteed within continental U.S. 8-hour – available in select areas 4-hour – available in select areas
Preventative Maintenance

<table>
<thead>
<tr>
<th>Characteristics</th>
<th>Basic Plus</th>
<th>Supreme</th>
<th>Elite</th>
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</thead>
<tbody>
<tr>
<td>Annual PM visit, 24x7</td>
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<tr>
<td>Travel and living expenses</td>
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<td>Priority scheduling</td>
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<td>24x7 telephone support</td>
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<td>24x7 emergency coverage</td>
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<tr>
<td>15% discount, spare parts</td>
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<td>Parts replacement</td>
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<td>Spare parts stock replacement</td>
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<td>Emergency/repair labor included</td>
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<td>Labor discount, emergencies/repairs</td>
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<td>24-hour on-site guaranteed response</td>
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<td>8-hour guaranteed response</td>
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<td>4-hour guaranteed response</td>
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X = Included  O = Optional