



Digital Signal Power Manufacturer, Inc.
1921 So. Quaker Ridge Place
Ontario, CA 91761

(703) 970-2304
Fax: (909) 930-3335
For Service Call: (714) 970-2304

Service Program Descriptions

Job Name:

Serial #

TOS Equipment Turn On Service WITH OUT On Site Warranty

Price:

- ❖ Equipment Turn On Service is for customer that would like to have start-up performed without adding additional coverage to the of the equipment warranty.
- ❖ This coverage can be performed as an On-Site Startup Service for any DSPM product.
- ❖ All parts and labor to repair if **NOT** covered under a current Warranty or Service Plan and will be billed at DSPM current rates unless covered by a current warranty or service plan.

CI Certification Inspection Visit

Price:

- ❖ The Certification/Inspection is a service provided to certify equipment capable is placed under a warranty/service plan.
- ❖ The Certification Inspection is complete when all repairs are completed
- ❖ The Certification Inspection is billed at DSPM current hourly rates based on time of day and day of week service is performed.
- ❖ All part needed to complete the repairs are billed at DSPM current list prices

SW58 Extended On-Site Warranty 8-5 Mon.-Fri.

Price:

- ❖ This Extended Warranty Plan is to be purchased while the equipment is still under current warranty coverage or after approval by DSPM and a Certification Inspection by DSPM.
- ❖ This plan covers all replacement parts and labor including travel time and expenses for all emergency calls to service the unit. All service calls will be made between 8:00 a.m. and 5:00 p.m. and will be limited to Monday through Friday with the exception of the DSPM's designated holidays.
- ❖ If the Customer requests remedial maintenance outside of the contracted coverage or preventive maintenance, DSPM will provide this service. This service will be charged to the Customer at DSPM's standard hourly rates in effect at the time of the service, and will be subject to an available field engineer.
- ❖ DSPM will provide all replacement parts for parts that are found defective during emergency service calls. If Replaced parts are used from any Customer- spare parts kit, DSPM will replace them to the Customer-owned spare parts kit with no charges to the Customer.

DSPM will include installation of any changes for safety reasons and at DSPM option, install any factory enhancements and upgrades, and reliability changes or improvements during the emergency service call. Uninterruptible Power Systems (UPS) and Emergency Lighting Inverter's batteries are **NOT** warranted under this plan unless specified. DSPM will provide the maintenance and testing for the batteries at DSPM's hourly rates in effect for DSPM. A DSPM administrated extended warranty with battery preventative maintenance contract includes batteries covered under the DSPM pro-rated price. Please refer to the formula provided for pro-rated pricing. Under a DSPM standard warranty plan that comes with any DSPM product the batteries will be covered under DSPM's third party battery terms. This pricing includes any DSPM purchased system that is not directly under a DSPM administrated extended warranty with battery maintenance contract. Please refer to the DSPM's Limited Battery Warranty provided for DSPM's third party battery pricing.



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SF58-1 Full Service Contract 8-5 Mon. – Fri.

Price:

- ❖ This Full Service Plan is to be purchased while the equipment is still under current warranty coverage, or after approval by DSPM and a Certification Inspection by DSPM.
- ❖ This Full Service Plan covers all emergency calls to service the unit and one (1) Preventive Maintenance call per year. Additional Preventive Maintenance calls can per purchased/added to the plan
- ❖ This plan covers all replacement parts and labor including travel time and expenses for all emergency calls and one (1) Preventive maintenance call to service the unit. All service calls will be made between 8:00a.m. and 5:00p.m. and are limited to Monday through Friday excluding DSPM’s designated holidays.
- ❖ If the Customer requests remedial maintenance or preventive maintenance outside of the contracted coverage, DSPM will provide this service. This service will be charged to the Customer at DSPM’s standard hourly rates in effect at the time of the service, and will be subject to an available field engineer.
- ❖ DSPM will provide all replacement parts for parts that are found defective during emergency service calls. If Replaced parts are used from any Customer- spare parts kit, DSPM will replace them to the Customer-owned spare parts kit with no charges to the Customer.

DSPM will include installation of any changes for safety reasons and at DSPM option, install any factory enhancements and upgrades, and reliability changes or improvements during the preventive maintenance service call. Uninterruptible Power Systems (UPS) and Emergency Lighting Inverter’s batteries are **NOT** warranted under this plan unless specified. DSPM will provide the maintenance and testing for the batteries at DSPM’s hourly rates in effect for DSPM. A DSPM administrated extended warranty with battery preventative maintenance contract includes batteries covered under the DSPM pro-rated price. Please refer to the formula provided for pro-rated pricing. Under a DSPM standard warranty plan that comes with any DSPM product the batteries will be covered under DSPM’s third party battery terms. This pricing includes any DSPM purchased system that is not directly under a DSPM administrated extended warranty with battery maintenance contract. Please refer to DSPM’s Limited Battery Warranty provided for DSPM’s third party battery pricing.

SF58-2 Full Service Contract 8-5 Mon. – Fri.

Price:

- ❖ This Full Service Plan is to be purchased while the equipment is still under current warranty coverage, or after approval by DSPM and a Certification Inspection by DSPM.
- ❖ This Full Service Plan covers all emergency calls to service the unit and one (2) Preventive Maintenance call per year.
- ❖ This plan covers all replacement parts and labor including travel time and expenses for all emergency calls and four (2) Preventive maintenance call to service the unit. All service calls will be made between 8:00a.m. and 5:00p.m. and are limited to Monday through Friday excluding DSPM’s designated holidays.
- ❖ DSPM will provide all replacement parts for parts that are found defective during emergency service calls. If Replaced parts are used from any Customer- spare parts kit, DSPM will replace them to the Customer-owned spare parts kit with no charges to the Customer.

DSPM will include installation of any changes for safety reasons and at DSPM option, install any factory enhancements and upgrades, and reliability changes or improvements during the preventive maintenance service call. Uninterruptible Power Systems (UPS) and Emergency Lighting Inverter’s batteries are **NOT** warranted under this plan unless specified. DSPM will provide the maintenance and testing for the batteries at DSPM’s the hourly rates in effect for DSPM. A DSPM administrated extended warranty with battery preventative maintenance contract includes batteries covered under the DSPM pro-rated price. Please refer to the formula provided for pro-rated pricing. Under a DSPM standard warranty plan that comes with any DSPM product the batteries will be covered under DSPM’s third party battery terms. This pricing includes any DSPM purchased system that is not directly under a DSPM administrated extended warranty with battery maintenance contract. Please refer to DSPM’s Limited Battery Warranty provided for DSPM’s third party battery pricing.



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Plan Type	COVERAGE	LABOR	PARTS	TRAVEL EXPANSES	EMERGENCY CALLS	PREVENTIVE MAINTENANCE
TOS	8-5 Mon-Fri	X	X ¹	X		
CI	Service is as per customer request	X		X		
SW58*	8-5 Mon-Fri	X	X	X	X	
SF58-n*	8-5 Mon-Fri	X	X	X	X	X
SF724-n*	7 days per week 24 hours per day Except Holidays	X	X	X	X	X
SF365-n*	7 days per week 24 hours per day Including Holidays	X	X	X	X	X

NOTES:

- X Included with Plan Type
- X¹ Included If Performed During Warranty Period or With Unit Under a Service Contract. Coverage for parts must be from other coverage such as an Extended Warranty or Service Contract.
- n indicates the number of Preventive Maintenance Calls per year
- * Must be purchased during an active original factory warranty, during an active Extended Warranty, during an active Service Contract, or After a CI with DSPM Management approval.



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Multiple Unit discount for more then one unit at a single location only, and startups are all at the same time.

<u>Qty</u>	<u>Multiplier</u>
2 to 5	1.00
6 to 10	0.90
11 to 15	0.82
16 to 20	0.75
21 to 25	0.70
26 to 30	0.65
31 to 35	0.60

CUSTOMER SERVICE RATES

Labor Rates:

Repair Charges (Customer Site Time)

8 to 5 Monday thru Friday excluding holidays	\$140.00
All other times excluding holidays	\$210.00
Holidays	\$280.00

Travel Charges (Round Trip)

All travel time excluding holidays	\$140.00
Travel time for holidays	\$210.00

DPSM Prorated Battery Pricing:

[(DSPM's Current List Purchase Price for the Warranty VRLA Battery) X (# of Months of Total Warranty) - (# of Months of Un-Expired Warranty)] / (# of Months of Total Warranty) = Pro Rata Price

Expenses:

Travel expenses for all services **NOT** covered under an EXTENDED WARRANTY PLAN or a SERVICE CONTRACT will be billed at actual cost.