

## **Full Service, Warranty, Testing and Maintenance Plan for **YOUR COMPANY'S** Test Consoles**

### **Scope**

This plan No. XXXXX covers **YOUR COMPANY'S** test console serial numbers XXXX, XXXX, XXXXXX and XX-XXX. It keeps this test equipment in safe, reliable and accurate working order by providing prompt service when required and providing a scheduled safety, accuracy testing, calibration and maintenance program. This ensures continued full compliance with Measurement Canada's S-E-01 specification. This plan also offers full warranty for parts and labour and covers a period of up to X years.

### **Exclusions**

In general, any damage through willful action, negligence or third party interference. Also excluded are free hardware upgrades as new technology or features become available, unless this is the only alternative for repairing or replacing defective and discontinued components. Conforming to the modifications of procedures or specifications if they necessitate new updates, components, features or hardware. The computer operating system and Microsoft Office upgrades are to be provided by **YOUR COMPANY**.

### **Service**

- Unlimited number of service calls.
- Unlimited free telephone technical support.
- All maintenance clients receive service priority.
- We will endeavor on every occasion, subject to workload, to provide service within a 24-hour period.
- Parts and labour and travel included.

### **Warranty**

Full warranty for all parts and labour provided by Testcor under this plan. Other valid warranties will run in conjunction with this plan and remain unaffected.

## **Testing**

- Scheduled annual testing of each console will be performed.
- A special calibration report for each console will be prepared in order to determine operating condition, safety, accuracy and compliance with S-E-01 tolerances.
- A full S-E-01 preliminary report will be prepared in the year(s) that full re-testing of the test console is required by Measurement Canada.

## **Maintenance**

As a measure of preventative maintenance, annual inspection and maintenance will be performed on each console prior to the annual calibration testing. The annual maintenance plan includes following items:

- General inspection complete console, including electrical connections and tightening or replacing them if necessary.
- Inspection and cleaning of all powerstat controls and replacing worn brushes.
- Mechanical adjustments including socket alignment will be made if necessary.
- Diagnostic testing of control electronics.
- Free meter test and control software (TestWare) upgrades are included. This does not include new hardware options or features.
- All software drivers updated to latest tested and working versions.
- Inspection and maintenance report provided.
- Test console log book updated.