



WDC SUPPORT PLAN OPTIONS

In addition, to the one year product warranty issued at the time of purchase, WDC offers the WDC Power Plan Programs. The Power Plan I and II are service contracts to improve the efficiency and maintain the performance of your WDC power protection system. The Power Plan Programs include on-site repairs, parts, all related expenses, and 24 hours a day technical phone support

WDC Power Plan I

Hours of service: Monday-Friday 8am-5pm 24/7 Technical Phone Support

Includes one (1) Preventative Maintenance (per year), parts, on-site service, and travel expenses. The Preventative Maintenance visits are scheduled with the customer and performed between the hours of Monday-Friday, 8am-5pm.

Includes a Prorated battery warranty starting at the date of the sale (invoice date)

**Power Plan I contract offered up to a five year period with yearly renewals available after the fifth year

WDC Power Plan II

Hours of service: 24 hours a day, 7 days a week 24/7 Technical Phone Support

Includes one (1) Preventive Maintenance (per year), parts, on-site service, and travel expenses. The Preventative Maintenance visit is scheduled with the customer and performed between the hours of Monday-Friday, 8am-5pm.

Includes a Prorated battery warranty starting at the date of the sale (invoice date)

**Power Plan II contract available up to a five year period with yearly renewals available after the fifth year.

Preventive Maintenance (Included with the purchase of a Power Plan per year)

Maintaining your UPS or Regulator is recommended for any sensitive equipment it is protecting. A technician will inspect and assess the performance of all circuitry, connectors, and batteries (performed only on UPS). A written report will be issued and kept on file for future reference.

- A Preventive Maintenance (PM) visit is included with your first year product warranty
- The PM is to be scheduled by the customer and performed between the hours of 8am-5pm, Monday-Friday

| Contract Per Year | POWER PLAN I | POWER PLAN II |
|--|--------------|---------------|
| 24 hours a day Technical Phone Support | ✓ | ✓ |
| Preventive Maintenance - Scheduled | ✓ | ✓ |
| Monday-Friday (8am-5pm) Support | ✓ | ✓ |
| Monday-Friday (8am-5pm) On-site Service | ✓ | ✓ |
| 24 hours a day/7 days a week On-site Service | | ✓ |