WINDROCK CARE SUPPORT PROGRAM

Online Systems Annual Support Plans
For Platinum™, AutoBalance®, & On-Guard™

Windrock Online Systems are valuable tools that help ensure critical machinery assets are in proper mechanical health, operating safely and delivering on promised performance. To maximize your system's potential, Windrock offers a comprehensive program designed to provide support for not only your system hardware and software, but for YOU, the user, as well. Offering three levels of support (Basic, Preferred, Premium), the Windrock CARE Support Program can fit both your needs and budget.

Features of the Program Include:

Unlimited Product Support

Need help calibrating your sensors? Not sure how to adjust your alarm levels? Product Support Technicians are available via phone or email for one-on-one guidance through Windrock MD software and online system operation. *(Basic, Preferred, Premium)*

Software Updates

Troubled about compatibility with a new computer? Want to always have access to the latest analysis tools? Windrock MD and online system software updates are available on our website, guaranteeing you always have the latest software. *(Basic, Preferred, Premium)*

Product Repair/Updates

Accidentally damaged your system power supply? Worried about your hardware staying up to date? Windrock will provide all labor, parts and materials necessary to maintain your system electronics and in-cabinet hardware. Priority repair turnaround and return shipping is included as well. *(Preferred, Premium)*

Onsite Visits/Remote Data Review

Concerned about the accuracy of your data? Is your system showing signs of wear? Twice per year, Windrock will visit your site to tune-up your system. Windrock will also monitor your data remotely and alert of any potential problems on a monthly basis. *(Premium)*

Technical Service Support

Need a refresher on determining compressor valve leakage? Want a second opinion on some troublesome data you collected? Technical Service Support Tickets provide access to Windrock's highly experienced team of Equipment Analysts. *(Premium)*

Technical Services Discounts

Want to continue your analyst development? Need onsite assistance with problem machines? Enjoy discounted access to Windrock's team of Equipment Analysts and Technical Trainers for in-house training classes and onsite training and services. *(Premium)*

Windrock's CARE Support Program offers a cost-effective solution for the guaranteed success of your continuous monitoring program. By providing unmatched product and customer support, the CARE Support Program allows you to utilize Windrock's industry-leading knowledge and experience to avoid catastrophic machinery failures and optimize the economic benefit of your online systems.

WINDROCK CARE SUPPORT PROGRAM
PLANS FOR ONLINE SYSTEMS

Windrock offers three levels of CARE support for our Online Systems. The features of Basic, Preferred and Premium levels are detailed below.

	NONE[1]	BASIC	PREFERRED	PREMIUM
Software Updates	$1,080/VER	X	X	X
Product Support	$150/hr	X	X	X
Product Repairs/Updates	$150/hr + Parts		X	X
Priority Repair Turnaround	15-20 Days		X	X
Two-Day Return Shipping	At Cost		X	X
Replacement Equipment	List Price		20% Discount	40% Discount
Onsite system Tune-Up	$4,750		20% Discount	2 visits / year
Users' Group Conference[3]	$795		50% Discount	X
Monthly Data Reviews	$250 / review			X
Loaner Equipment[2]	None			X
Training Courses	$1200/course			20% Discount[4]
Qualification Exams	$250/exam			20% Discount[4]
Onsite Training/Analysis	List Price			20% Discount
Technical Service Support	$500/Ticket			10 Tickets

1. All advertised pricing is subject to change.
2. Loaner equipment limited to US and Canada.
3. Users' Group discount/admission is limited to one seat per valid CARE plan. Preferred Plan holders may elect to receive a 50% discount on one seat at a regularly scheduled training class in lieu of the Users' Group discount.
4. Discounts are limited to one seat per valid CARE plan per course.
*Please refer to CARE Support Program Terms & Conditions for additional information

To begin fully protecting your online systems, please contact your Regional Sales Manager today.

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Windrock
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