ComAp Service Definition

Description of Services provided by ComAp in area of Technical Support

ComAp Service Definition

Product Support

Price of this service is included in price of product itself

Product technical support is a service dedicated for ComAp customers and partners, which helps them with troubleshooting of ComAp products - configuration and monitoring tools, controllers, remote displays, accessories, remote communication, monitoring and controller functions setting to make usage easier and more comfortable.

It is provided either through e-mail, phone, computer or in special cases, also in person.

Phone and e-mail support is available 24 hours on working days with expedited response of phone requests and 24-hour response time for email requests. More details regarding support availability within particular regions can be found at www.comap-control.com/support/helpdesk.

Product Support includes:

- Solving and troubleshooting of customer SW and HW issues (incl. communication issues)
- Product setting and configuration assistance, guidance and consultation
- Product firmware and archive/configuration upgrades guidance
- Recommendation of product standard setting and configuration
- Recommendations for standard installation, connection and wiring
- Assistance with monitoring and remote communication settings
- General consultation of application (based on SLD) and respective ComAp products suitability
- Help and assistance with solution search (not solution preparation)
- Provision of documentation, software, installation packages, CAD drawings and other files
- Administration and management of passwords and activation codes
- Warranty claims guidance
- Features behavior and potential bugs testing and verification
- Providing feedback on product features to Marketing and R&D team

Product Support does not include:

- Any other services unrelated to ComAp products or their interface
- Solving and troubleshooting of 3rd party issues not related to ComAp products or their interface
- Troubleshooting non-component failure issues i.e. external influences outside of specified operating conditions causing units to fail
- Any Additional Services (particular solutions) specified in the next section
- Support of imported controllers (as support is included in the price of the product and is expected to be requested from the supplier, otherwise it may be charged according local conditions)
- Consultation/Specification for specific project (beyond common recommendations)
- "Commissioning" over the phone

Note:

In case, not included services are required, please contact respective sales representative for further instructions.

Additional Services

To be charged according respective price list service price

Additional Services are delivered separately (not as a part of whole project). They are complementary services to basic product support bringing additional value to a particular solution that is not part of the whole project, or complete solution and is requested separately or beyond the originally agreed scope of project. The availability of particular additional services depends on the capabilities and strategy of the local ComAp office. We also expect that supplier of complete solution is responsible for overall functionality of the system.

Job Site Service and Solution work

- Consultation, Startup and Commissioning
- Installation of ComAp Components
- Site Review / Inspection
- Revisions
- Witness testing
- Retrofit and upgrades of gen-sets and switchgear
- On-Site Training
- Travelling to customer site

In Office Service and Solution work

- Custom Configuration Design per customer specification
    - Archives/Configurations
    - Screens
    - SCADA
    - PLCs, etc.
- Archive Testing
- Drawings
- Project design
- Manuals
- Sequence of Operations
- Consultation/Specification drafting for specific project (beyond common recommendations)

After Hour/ Special Services and Solution work

- Scheduled Remote Support (regular time or after hours)
- Weekend / After hour "on call" support

Additional Services and Solution work

- Pre-programmed controller sales
- Customized Panels Builds and or switchgear
- Paid repairs (part of Supply Chain)
- Experts for consultation
- Product support for imported controllers
- Special Service Level Agreements (Service contracts, On call service, etc.)
- WebSupervisor
    - Customization (new data visibility, template modification, etc.)
    - Special configuration
    - Add-Ons development

Projects and Complete Solutions

To be charged as a whole based on quotation/offer

Projects and Complete Solutions are delivered (as a whole) based on respective order and the mutually agreed scope of the project. In case there is additional work it would be either specified in the project conditions or invoiced as an Additional Service. The possibility to deliver projects and complete solutions depends on the capabilities and strategy of the local ComAp office.

Standard parts of the project:

Electrical Schematics
Including:
- Wiring Diagrams
- General Arrangement / Panel Layout Diagrams
- System Architecture / Communications Interfacing Diagrams
- Single Line Diagrams (For Switchboards Only)

Equipment/Parts Lists
Including:
- Including order codes and which manufacturers

Design Documents
Including:
- Operating Philosophy / Functional Descriptions
- Calculations (Cable Sizing, DC Current Consumption, Panel Heat Rise, CT Burdens, etc.)
- Test Results/Reports
- Compliance Documentation and/or Certification
- Product Manuals and/or User Guides
- Datasheets

Site Review / Inspection (if necessary)
Engineering Design
Assembly & Construction
Testing
Installation
Commissioning
Operator Training (e.g. product operation, site induction, WHS conformity, etc.)

Optional parts of the project:

Preliminary/Front End Design and/or Consultation Services
Project/Production Schedules & Timelines
Production Reports
Product Inspection and Test Plans
Integrated Risk Assessments (HAZOP)
3rd Party Workshop Inspections
Integrated Factory Acceptance Testing (IFAT)

Customer Training

To be charged according respective Training price list

ComAp offers several types of technical training designed to best fit ComAp customers.

Promotional training
- Usually short training, typically for one or two days
- For Large Audience (15+)
- Product overview, general information, basic level
- Free of charge

Regular Hands-On training
- Held on regular basis
- Available dates are published at www.comap-control.com/training
- 3 different levels
    - Standard (Single and Parallel Gen-Set Controllers)
    - Advanced
    - Advanced Plus
- ComAp premises
- Charged according respective Training price list based on training level and place (Details may be found at www.comap-control.com/training/hands-on-training)

Customized training (On-Site/Off-Site)
- Tailored training per customer requirements
- Special group of participants, special topics (e.g. specific product lines) and special dates
- On-Site: ComAp or customer premises
- Off-Site: Rented venue
- Charged according respective Training price list

On-line training
- Usually training for a specific product or specific technical area
- For any member of the ComAp Club (registered at www.comap-control.com/registration)
- On-line through web interface
- Free of charge