

## SMARTENGINE LEGACY SUPPORT PLAN

### OVERVIEW

wtec’s smartengine Legacy Support Plan is designed with your networked lighting infrastructure in mind. Leverage our highly experienced global team to help you move forward with confidence as you maintain your networked lighting solution.

POST-INSTALLATION & COMMISSIONING SUPPORT OPTION	LEGACY SUPPORT
<b>MAINTENANCE &amp; SUPPORT</b>	
HOURS OF OPERATION	8x5 MON - FRI (Local Time Zone)
PHONE/EMAIL TECHNICAL SUPPORT	YES
INITIAL RESPONSE TIME	48 BUS. HOURS
SUPPORT WEBSITE	YES
SYSTEM ADMINISTRATION	-
SCHEDULED ON-SITE INSPECTION	-
EXTENDED WARRANTY	-
ADVANCE REPLACEMENT	-
WARRANTY RESPONSE TIME	10 BUS. DAYS
<b>LIFECYCLE MANAGEMENT</b>	
SOFTWARE UPGRADES	YES

## **MAINTENANCE & SUPPORT**

wtec's maintenance and support services ensure that skilled personnel are accessible to assist you in any issues that you may encounter.

### **TELEPHONE & EMAIL TECHNICAL SUPPORT**

wtec's support desk is your first line of assistance with any issues related to your networked lighting system. Remote connectivity allows our trained personnel to address any issues quickly and effectively.

- Speak to a trained Support Engineer
- Monitor the operational status of all networked lighting system hardware and software

### **INITIAL RESPONSE TIME**

Amount of time between wtec receiving a support request from Customer and responding to such request.

### **SUPPORT WEBSITE**

The Support website is a secure way to keep

track of all documentation, case logs, and other key information from a single easily accessible location

- Track all work activities with an automated case management system
- Access to latest software releases including any patches that have been released
- Access to FAQs and Knowledgebase

### **WARRANTY RESPONSE TIME**

Amount of time after support team has triaged the failure and have collected required documentation to process a warranty claim.

## LIFE CYCLE MANAGEMENT

Life Cycle Management services keep your networked lighting system modern, optimized and synchronize with your current needs.

## SOFTWARE UPGRADES

Software upgrades gives you access to the latest software releases by wtec. We are constantly innovating with new ideas and fresh approaches to lighting management.

- Get the latest in functionality and features

## TERMS AND CONDITIONS

This datasheet is for **informational purposes** only. WTEC MAKES NO WARRANTIES, EXPRESS OR IMPLIED, IN THIS DATASHEET.

## ADDITIONAL INFORMATION

Purchase information can be found by contacting the sales team.

[sales@mysmartengine.com](mailto:sales@mysmartengine.com)