

Possible charges if no service plan is purchased

\$50 for phone calls Monday through Friday 8am to 4pm.

\$85 for phone calls outside of Monday through Friday 8am to 4pm.

\$85 for Remote trouble shooting via software and an internet connection Monday through Friday 8am to 4pm.

\$125 for Remote trouble shooting via software and an internet connection outside Monday through Friday 8am to 4pm.

\$250 for a technician to respond on-site to a service emergency on the day the problem is reported to our technical support staff.



ESL Distributing, LLC.

We specialize in providing our products and services to The Senior Living Industry throughout New England

Technical Service Agreements



ESL Distributing, LLC.
16 Main Street
Pittsfield, NH 03263
(603) 435-7521
Office@esldistributing.com

Bronze Agreement - \$499.00

Covers Phone Support Monday through Friday from 8AM to 4PM:

- This includes all phone calls to our technical support staff at (603) 435-7521.
- Staff will be available to answer all calls from 8am to 4pm Monday through Friday or will return your phone call with-in 2 hours.
- This plan does not include travel, labor, or any parts needed.
- This plan does not guarantee a technician will be available to travel to your site to perform same day on-site service.
- This plan does not include remote trouble shooting via software and an internet connection.

Silver Agreement

Covers Remote trouble shooting via software and an internet connection Monday through Friday from 8am to 4pm.

- This includes all phone calls to our technical support staff at (603) 435-7521 that request us to dial in to their system via the internet to assist facility with problems.
- Includes remote trouble shooting via software that is loaded on a customer PC.
- This pc needs an outside internet connection.
- PC needs to be windows Based

This plan does not include travel, labor, or any parts needed.

This plan does not guarantee a technician will be available to travel to your site to perform same day on-site service.

Gold Agreement - \$1999.00

Covers Phone Support 24 Hours a day 7 days a week including holidays

- This includes all phone calls to our technical support staff at (603) 435-7521.
- Staff will be available to answer all calls 24 hours a day 7 days a week or will return your phone call with-in 2 hours.

Covers Remote trouble shooting via software and an internet connection 24 hours a day 7 days a week including holidays

- This plan includes same day service. A technician will be available to travel to your site to perform same day on-site service.
- This includes all phone calls to our technical support staff at (603) 435-7521 that request us to dial in to their system via the internet to assist facility with problems.
- Includes remote trouble shooting via software that is loaded on a customer PC.
- This pc needs an outside internet connection.
- PC needs to be windows Based

This plan includes same day service. A technician will be available to travel to your site to perform same day on-site service.

Normal service rates will apply for travel, mileage, and labor.

This plan includes a 2% discount on all replacement parts.

Platinum Agreement - \$2999.00

Covers Remote trouble shooting via software and an internet connection 24 hours a day 7 days a week including holidays

- This includes all phone calls to our technical support staff at (603) 435-7521 that request us to dial in to their system via the internet to assist facility with problems.
- Includes remote trouble shooting via software that is loaded on a customer PC.
- This pc needs an outside internet connection.
- PC needs to be windows Based
- This plan will guarantee a technician will be available to travel to your site to perform same day on-site service.

This plan does not include labor.

This plan includes mileage fees.

This plan includes one way travel charge.

This plan includes a 5% discount on all replacement parts.

Plan includes 1 onsite preventive maintenance systems check per year, during normal business hours.

Plan includes all mandatory software updates to systems. Updates will be done via remote software. (internet connection at PC is required for updates to be performed)