



ESL Distributing, LLC
16 Main Street
Pittsfield NH 03263

Service Response Policy And Service Contracts

**Same Day Service is only available to
Customers that have systems under warranty.
Customers that have current service contracts.**

ESL Distributing LLC offers a variety of service contract options to suit the needs of each customer.

Tech Plan A: Yearly cost of \$599.00

Includes
24 hour telephone technical support
Remote Technical support via Teamviewer (if applicable)
Same day service

Tech Plan B: Yearly cost of \$1299.00

Includes
24 hour telephone technical support
24 hour Remote Technical support via Teamviewer (if applicable)
Same day service
Plus
Remote system maintenance via Teamviewer (if applicable)
Quarterly Database backup and restore via Teamviewer (if applicable)

Tech Plan C: Yearly cost of \$1999.00

Includes
24 hour telephone technical support
24 hour Remote Technical support via Teamviewer (if applicable)
Same day service
Plus
Remote system maintenance via Teamviewer (if applicable)
Quarterly Database backup and restore via Teamviewer (if applicable)
Plus
Yearly onsite preventive maintenance visit. (does not include replacement parts)
Monthly Database backup and restore via Teamviewer (if applicable)
5% off replacement parts
No Shipping Charges when purchasing accessories for your system

**Philips Lifeline Certified Solution Provider
Authorized Distributor for Secure Care Products, Inc.**