



# SERVICE & SUPPORT PACKAGES

HELPING IMPLEMENT AND MAINTAIN YOUR ASSET HEALTH PROGRAMS

All Dynamic Ratings (DR) products come with a basic two year warranty. Package upgrades are available for additional service and support:

Tier  
01

## Standard 5 Year System

- Five year parts only warranty
- Commissioning support including up to one on-site commissioning trip\*
- Standard diagnostic support
- Free firmware updates

Tier  
02

## Comprehensive 10 Year System

- **Ten year parts and labor** warranty
- Commissioning support including up to one on-site commissioning trip\*
- Standard diagnostic support
- Free firmware updates
- **All required maintenance for DR supplied equipment\***

Tier  
03

## Premium 10 Year Fleet System

- Ten year parts and labor warranty
- Commissioning support including up to one on-site commissioning trip\*
- Standard diagnostic support
- Free firmware updates
- All required maintenance for DR supplied equipment\*
- **One on-site support trip for any DR supplied system within the fleet including implementation of feature enhancements or design changes.**
- **Up to 20 hours of premium diagnostic support or asset health assessment support for any DR monitored asset.**

\*If there is a DGA provided by DR, the commissioning of the DGA will be included.

RESPONSIVE

ASSET HEALTH SOLUTIONS

## EXPANDED SERVICE AND SUPPORT PACKAGE WARRANTIES\*

All products are under a standard two year warranty. Warranty begins at the time of hardware commissioning or one year from date of shipment, whichever comes first.

Expanded service and support package warranties must be purchased and paid for at the time of equipment delivery. The effective period of the service and support package warranty begins at time of hardware commissioning or one year from date of shipment, whichever comes first. If any item supplied is found to be defective, under proper use and in accordance with the user manual and other documentation issued by us, it shall be returned to Seller at Buyer's expense. It may then be replaced by a new item or reworked to comply with specification or the purchase price refunded at our option. Defects shall be reported to Seller within seven days of being first noticed and within the warranty period. Any unauthorized repairs or alterations, mishandling, incorrect external connections, operation or maintenance may invalidate the warranty. Note that other proprietary product supplied by Seller as part of a project shall be warranted by their respective manufacturers or distributors.

\*Service and Support packages apply to US installations only.



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