

Advantage Plans

Flexible service packages that offer hassle-free system maintenance to improve uptime at predictable cost

These packages offer you peace of mind in knowing that your system will receive the care it needs to operate most efficiently while minimizing downtime. The Advantage Plus, Advantage Prime, and Advantage Ultra Plans are full-service packages that include technical support, proactive maintenance, quick on-site response when needed, and remote monitoring. Additional or upgraded services may be purchased as well. Our goal is to help you develop a customized service package that meets your particular business needs and fits your budget, without any hidden charges or additional bills.

Service package features include:

Highly Trained and Certified Field Engineers

Our field service engineers are rigorously trained and tested on universally accepted safety practices, electrical codes, and our own product offerings providing you with the highest level of service available in the industry today.

Next Business Day Response Time

Our service packages ensure a trained technician will be on-site by the next business day or sooner to help get you back up and running. Upgrades to even faster response times are available in many areas.

Parts, Labor, and Travel

The Advantage Ultra and Max Plan include all parts, labor, and travel so you won't have any unexpected charges for service. See the table below and choose the plan that best meets your budget and business requirements.

Remote Monitoring Service

Experienced remote monitoring professionals work non-stop to provide 24-hour monitoring of your physical infrastructure.

EnergySTEP1 Assessment

This service is the first step to reducing your energy costs. This is an entry level assessment that helps you identify savings opportunities and improve energy efficiency.

Capacity and Asset Management Reporting

In-depth reporting shows age and recommended replacement cycle of your product. Includes capacity planning year over year.

Preventive Maintenance Visit

This proactive maintenance visit, performed by a certified field service engineer, aims to identify issues that may cause system problems in the future.

Packages	Advantage Plus	Advantage Ultra	Advantage Max
Annual preventive maintenance visit	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Next business day on-site response*	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Remote monitoring service*		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Tech support	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Parts	Discount rates	All included !	All included !
Labor and Travel	Standard rates	All included !	All included !
EnergySTEP1 Assessment			All included !
Capacity and Asset Management Reporting			All included !

*Upgrades to an 8-hour or 4-hour on-site response time and upgrade to 24/7 preventive maintenance service may be selected where available.

*Not available on all products. Additional hardware may be required.