

# ENCELIUM® EXTEND Systems

## Service support plan: Bronze level

- An allotment of hours per year (based on the size and complexity of the installation) for technical support and troubleshooting to aid customer personnel in the daily operation of the system and to facilitate any required adjustments to restore the system to normal operation at the customer site. These repairs and adjustments include remote system diagnostic inspection (for systems with that capability) to remedy any component performance related issues, system configuration modifications as requested by customer, and telephone or email support for such issues as software operation, general system management, identifying and defining any system problems and assisting in providing solutions.
- Software updates and upgrades as released by OSRAM SYLVANIA Inc., applicable to standard software and may not be applicable to customized software solutions and assumes current hardware supports upgraded software.
- Unlimited OSRAM SYLVANIA Inc. Answering Service (1-888-531-7573)
- An ENCELIUM EXTEND® representative will respond within 8 hours of the request for troubleshooting or diagnostic service during business hours (9:00 a.m. to 5:00 p.m. EST Monday to Friday excluding recognized holidays).
- This service support plan excludes system product replacement, except where covered by warranty.
- Includes the ENCELIUM EXTEND Networked Light Management System Limited Warranty.
- Please refer to the OSRAM SYLVANIA Inc. “ENCELIUM EXTEND Networked Light Management System Service Plan Terms and Conditions” for additional coverage details.
- Includes one annual site visit of one day (7.5 hours) and all associated travel costs. Hours to be taken from allotted service contract hours. Site visits can be used for training, system optimization and troubleshooting. Two to three weeks notice must be provided to ENCELIUM EXTEND technical support when scheduling a site visit.

OSRAM SYLVANIA Inc.  
200 Ballardvale Street  
Wilmington, MA 01887 USA  
888-531-7573  
www.osram.us/ds

OSRAM is a registered trademark of OSRAM GmbH.  
ENCELIUM EXTEND is a registered trademark.  
Specifications subject to change without notice.

© 2018 OSRAM SYLVANIA Inc.

The OSRAM logo is displayed in a bold, orange, sans-serif font.