



## AMETEK POWER INSTRUMENTS

### Pulsar Service Program for UPLC & UPLC-II Universal Power Line Carriers

AMETEK Power Instruments offers three tiers of multi-year service agreements designed to provide expertise and ensure reliable protective relaying systems. By selecting a service program, training and repairs are offered at a significant discount. In addition, the Relay technician will gain critical insight into servicing AMETEK equipment provided through onsite training.

**Silver** – The Silver Plan Agreement covers one year of service; includes discounts on repair and training; offers access to Online Training and Webinars; one Onsite Training Session and one Program Manager conference call to discuss the product direction.

**Gold** – The Gold Plan Agreement covers three years of service; includes substantial discounts on repair and training; offers access to Online Training and Webinars; three Onsite Training Sessions and three Program Manager conference calls to discuss the product direction.

**Platinum** – The Platinum Plan Agreement covers five years of service; includes maximum discounts on repair and training; offers access to Online Training and Webinars; five Onsite Training Sessions; five Program Manager conference calls to discuss the product direction; and one Program Manager onsite visit.

### Service Tier Comparison

#### Services and Benefits Provided

Tier	Silver	Gold	Platinum
Length of Service	1 year	3 years	5 years
Repair Discount	15%	30%	50%
Training and PM Visit Discount	34%	49%	60%
Access to Online Training Library and Webinars	Yes	Yes	Yes
Onsite Training 2-day Sessions	1	3 <sup>1</sup>	5 <sup>1</sup>
PM Conference Calls	1	3	5
PM Onsite Visit (Half-Day Session)	0	0	1

<sup>1</sup>One site visit per year, but training days may be combined for multiple sessions during one trip.