

# NEU·ION

## SERVICE AGREEMENT PLANS

*\*All written, documented evaluation reports will be emailed the following business day.  
Frequency of expendable replacement is based upon manufacturer recommendations,  
system usage and/or customer Standard Operating Procedures (SOP).*

	VALUE	PREFERRED	ELITE
Frequency of Routine Preventive Maintenance (RPM) System Visits	Minimum required for system. On average once every six months.	As determined based upon importance and critical nature of the system and overall system usage. Minimum quarterly.	As determined based upon importance and critical nature of the system and overall system usage. Typically, monthly.
Final Water Quality Measured & Documented	Yes	Yes	Yes
RPM Service with Evaluation Report	Yes	Yes	Yes
Priority Dispatch	No	Yes	Yes
Pre-Scheduled RPM Service	No	Yes	Yes
Unlimited 24-hour Troubleshooting Phone Support	Billable	Yes	Yes
Number of Qualified Emergency Service Hours	None. Billable with Credit Card or Purchase Order provided in advance of onsite labor response.	8 hours per calendar year during REGULAR BUSINESS HOURS only	8 hours per calendar year 24/7
Response Time from Initial Qualified Emergency Call	N/A	24 hrs	4 hrs
Emergency Repairs	Billable with Credit Card or Purchase Order provided in advance with NTE or per quoted repair.	Billable with Credit Card or Purchase Order provided in advance with NTE or per quoted repair.	Billable. If possible, repairs will be made during the original emergency response. A Credit Card or Purchase Order to be provided upon completion of repairs.