

2016 CISCO CEMS User's Group

Service Contracts – What we can offer, What you get

Software

- General Maintenance Contract
 - Software updates
 - Call in assistance
 - Configuration changes (report configuration)
 - EDR Assistance
 - Call with questions about data validity and data entry
 - Specific questions about EDR generation
 - EDR Service
 - CiSCO logs in and creates EDR and other QA files for submission to EPA
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Hardware

- Annual Maintenance Contract
 - CiSCO personnel to site once per year
 - General overall check of the system and some hands on training for techs
 - Quarterly Maintenance Contract
 - CiSCO personnel to site four times per year (number of days depends on number of units at site) – one extra day during the RATA quarter
 - Run CGA/Linearity checks
 - Periodic quarterly maintenance (filters, pump rebuilds, analyzer and flow adjustments, cleaning as needed)
 - Plant must maintain spare parts onsite (CiSCO will offer a discount on parts purchases with quarterly maintenance contract)
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What's Next

- Lunch (BBQ)
 - Tours of CiSCO if you want
 - Back at 1:30
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