

# Service Contracts

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# Contract Types

- 1) Maintenance
- 2) Software Support
- 3) Electronic Data Reporting (EDR)
  - Assistance
  - Services

# Maintenance Contracts

- Onsite Field Service Technician
- Scope determined by frequency of visits as well as the maintenance plan detailed in the QA and O&M manual
- There are three levels we offer:
  1. Annual
  2. Semi-Annual
  3. Quarterly
- Progressive discount based on level selected.
- Base contracts do not include Linearity/CGA assistance. Can be included upon request for additional cost.

# Maintenance Performed

## *Scheduled Maintenance, GENERIC PROJECT*

		MONTH:	1	2	3	4	5	6	7	8	9	10	11	12
REPLACE FINE SAMPLE FILTERS	PMP #1	--	--	X	--	--	X	--	--	X	--	--	X	
DRAIN PUMP TUBING REPLACE AS REQUIRED	PMP #11	--	--	X	--	--	X	--	--	X	--	--	X	
EXERCISE PRESSURE REGULATORS / FLOW METERS	PMP #2, PMP #3	--	--	X	--	--	X	--	--	X	--	--	X	
REPLACE SECONDARY AIR FILTERS (INST. AIR)	PMP #6	--	--	X	--	--	X	--	--	X	--	--	X	
REPLACE PRIMARY AIR FILTERS (INST. AIR)	PMP #6	--	--	X	--	--	X	--	--	X	--	--	X	
REPLACE AIR CONDITIONER FILTERS (Standard BARD)	PMP #8b	--	--	X	--	--	X	--	--	X	--	--	X	
EXERCISE SYSTEM ALARMS	PTPs	--	--	X	--	--	X	--	--	X	--	--	X	
REPLACE FINE SAMPLE FILTER SEALS	PMP #12	--	--	--	--	--	X	--	--	--	--	--	X	
PERFORM VACUUM LEAK TEST	PMP #21	--	--	--	--	--	X	--	--	--	--	--	X	
REPLACE SAMPLE NH3 SCRUBBER	PMP #22	--	--	--	--	--	X	--	--	--	--	--	X	
REBUILD SAMPLE VACUUM PUMP	PMP #13	--	--	--	--	--	--	--	--	--	--	--	X	
REPLACE HIGH TEMP SAMPLE PROBE SEALS / FILTER	PMP #17	--	--	--	--	--	--	--	--	--	--	--	X	
REPLACE AMMONIA CONVERTER	PMP #23	--	--	--	--	--	--	--	--	--	--	--	X	
REPLACE (STANDARD) SAMPLE PROBE SEALS / FILTER	PMP #4	--	--	--	--	--	--	--	--	--	--	--	X	
CLEAN HEATED SAMPLE LINES (Only if signs of Corrosion)	PMP #7	--	--	--	--	--	--	--	--	--	--	--	X	
REBUILD TELEDYNE NOX VACUUM PUMP	See Mfg's Manual	--	--	--	--	--	--	--	--	--	--	--	X	

, GENERIC PROJECT, CISCO JOB#: 1000



# Software Support

- Telephone and/or Remote Support of CeDAR Data Acquisition and Handling Software (DAHS)
- CeDAR Software Upgrades
- CeDAR Software Configuration including minor feature additions or report building
- Breez75x Updates
- EDR Assistance

# EDR Contracts

- Electronic Data Reporting required per Part 75 regulations.
- Quarterly reporting through Emissions Collection and Monitoring Plan System (ECMPS)
- Two Levels Offered: Assistance and Services

# EDR Assistance

- Limited Online and Phone Support relating to EDR Questions
- Assistance with Quarterly EDR Creation
- Annual and Quarterly options available
- Good option for new users of ECMPS or those with moderate to advanced knowledge needing help with a unique scenario

# EDR Services

- All EDR tasks performed by CiSCO
- Annual and Quarterly options available
- Includes:
  - Data Retrieval
  - Data Evaluation
  - Data Conflict Resolution
  - Status Verification for all QA Tests
  - Assistance with Monitoring Plan Changes
  - Evaluation of Annual Span/Range and Megawatt Load
  - XML File Creation
  - XML File Review in ECMPS Client Tool
- Formal submission of XML and QA Files by Customer after review by CiSCO





# Conclusion

Please contact me or our orders department for pricing if you are interested in any of these contracts:

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It would be our pleasure to help keep your CEMS running smoothly into the next century!

