

# **SMP Family of Products Warranty and Maintenance Options**

Cooper Power Systems is committed to providing its customers with the highest quality service. We stay attuned to our customers' needs, and our products are constantly evolving to provide the most sophisticated and easy-to-use solutions for the power industry.

Our products are designed to provide continuous trouble-free operation. However, hardware components can fail. Operating conditions can change, leading to unanticipated software incompatibilities. New industry standards and new devices are constantly being introduced. Our products are constantly being improved to support the evolving requirements of the industry.

To help you preserve your investment and ensure the continued operation of your systems, we offer a number of warranty and maintenance plans.

## **1. Basic Warranty and Support**

**SMP 4-20 and SMP 8-40** – Cooper Power Systems will promptly replace or repair any hardware device that fails during a period of 18 months after delivery or 12 months after installation, whichever occurs first.

**SMP 4/DP, SMP 16/CP, SMP 16/SG, SMP 16/SP and SMP I/O** – Cooper Power Systems will promptly replace or repair any hardware device that fails during a period of five years after delivery.

**SMP Software** – During a period of 12 months after delivery, Cooper Power Systems will correct any software problem that prevents the system from meeting stated customer requirements.

**Technical support** – The basic warranty includes free technical support from our technical support staff for a period of 12 months following delivery. Questions and problems can be submitted by the designated customer contact by email, fax or phone during our normal business hours: 8 AM to 5 PM EST.

**Note:** A complete description of the product warranty and associated conditions is included in the Commercial and Technical Proposal document.

## **2. After-sale Services**

### **2.1 Advance Replacement Plan**

The SMP family of products warranty extension plan ensures that your SMP family of products and their accessories will promptly be replaced with pre-configured units in the event of a hardware failure.

- In the event of a hardware failure of the SMP family of products or any of its accessories, you will be provided with a replacement within five business days.
- The replacement SMP family of products will be pre-configured with the SMP Gateway software equivalent to the unit that is defective. You will have to install the appropriate configuration files in order to make the system fully operational.

Please [contact us](#) for more information.

## 2.2 SMP Software Maintenance Plan

The SMP software maintenance plan provides you with continuous access to the latest version of the gateway software and of the Microsoft Windows®-based configuration and maintenance tools for a duration of one year starting at the delivery date.

- You will have free access to new releases of SMP family of products software, Windows-based configuration and maintenance tools, licensed protocols, and software components. A minimum of two major update per year is planned.
- You will receive automatic notification of updates, patches, and fixes to existing versions of the software products covered under the plan.
- You will have access to the technical support. Questions and problems can be submitted by the designated customer contact by email, fax or phone during our normal business hours: 8 AM to 5 PM EST.

The SMP family software maintenance plan is a one-year contract, please contact us for more information

## 2.3 SMP Product Corporate License Plan

A corporate license for an unlimited number of SMP Gateway can also be purchased.

## 2.4 Engineering/Product Specialist Support Service

The SMP family Engineering / Product Specialist support service plan, provides you with an Engineering / Product specialist to assist you in defining the needs and assist you with the configuration of the SMP product, like automation project.

- High-quality Engineering / Product specialist to support you with your SMP software configuration and optimization.
- Our product specialist staff can assist you with configuring your SMP family of products system, analyzing device protocols, diagnosing communication problems, or using the SMP Tools.
- Questions and problems can be submitted by email, fax or phone during our normal business hours: 8 AM to 5 PM EST.
- Product specialist is available on an hourly rate basis; please contact us for more information.

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