

Software 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**

Under the basic IED Manager Suite (IMS) and Visual T&D Software Products warranty, Cooper Power Systems will correct any software problem that prevents the system from meeting stated customer requirements for a period of one year.

The basic warranty includes free technical support for a period of 12 months. 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 **Software Maintenance Plan**

The Software Products maintenance plan has duration of one year, provides you with: continuous access to the latest version of the server and client software.

- You will have free access to new software releases. A minimum of two major update per year is planned.
- You will receive automatic notification of updates, patches, and fixes to existing versions of your covered software products.
- 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 maintenance plan must be purchased within 90 days of product purchase. [Please contact us](#) for price information.

2.2 Engineering/Software Product Specialist service

The Software Products engineering support service provides you with an Engineering / Software specialist to assist you in defining the needs and configuring your software application.

- High-quality Engineering / Software product specialist to support you in your software configuration and optimization.
- Can assist you in setting up your Visual T&D system, configuring data points and alarms, and creating custom data displays, single-line diagrams and reports.
- Questions and problems can be submitted by email, fax or phone during our normal business hours: 8 AM to 5 PM EST.

Engineering / Software Product specialist service is available on an hourly rate basis; please contact us for more information.

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