



## LEVEL I BASIC SUPPORT

Level I support allows you to buy **blocks of time** to utilize for regularly scheduled, on-site Field Technician Support.

### Why should I choose this option?

- Provides regular site visits to check system and identify any operational issues.
- Ensures that a factory certified technician is regularly analyzing system performance.
- Can use this time to cover for your employees when they are on vacation.

## LEVEL II ENHANCED SUPPORT

Level II support allows you to buy **blocks of time** to utilize for **on-demand** Field Technician and **Remote Engineering Support**.

### Why should I choose this option?

- Gives you access to remote on-demand software & troubleshooting support.
- Your calls are prioritized over Level I customers.
- Next day response time for on-demand service calls.
- Provides regular site visits and on-demand support from a factory certified technician.
- Can use this time to cover for your employees when they are on vacation.



## LEVEL III PREMIUM COVERAGE

Level III support provides the most comprehensive coverage and a substantial discount from our normal time and material billing rates. Our Level III options are offered a la carte or can be combined for full coverage. **With full coverage, there is no limit on the number of visits or quantity of parts provided annually.**

### Why should I choose this option?

- Guaranteed initial response in 1-hour M-F 8am – 5pm.
- 24x7 response option **with full coverage**.
- Steepest discounts on hourly labor rates and material pricing.
- Full coverage provides cost certainty for your operating budget.
- Ensure that your WebCTRL software is always up-to-date.
- Level III Service Customers are given highest priority.

- Option 1: Continuous Commissioning** - Test all inputs/outputs to ensure all components and monitored points are functioning properly.
- Option 2: Software Support** - WebCTRL updates, patches, driver updates, along with unlimited remote software troubleshooting support.
- Option 3: Hardware Support** - Covers all parts and labor to repair or replace all system hardware.



SERVICE OPTIONS	LEVEL I	LEVEL II	LEVEL III
T&M Discount			
On-demand support			
Remote Engineering Support			
On-site 4 hour response time, M-F 8am - 5pm			
On-site response time 1-hour 24x7			
No limit on hours or parts			

## ADVANCED ENERGY REPORTING & BUILDING ANALYTICS OPTION

Radius Systems offers additional options for Energy Reporting and Fault Detection and Diagnostics (FDD). EnergyReports provides real time energy measurement and visualization to track energy use to detect and report anomalies. FDD provides continuous tracking and logging of system operational and communication faults and provides dashboards for real time display of FDD data and alarming of critical/repeat failures.