



## Services Matrix

	3 Year Parts and Labor Warranty	"Just Fix It" Full Service Plan
<b>Availability</b>	Monday – Friday 9am – 6pm	24 Hours 7 Days
<b>Downtime</b>	Manufacturer Dependent	Guaranteed Less Than One Business Day
<b>Loaner Equipment</b>	If Available, Rental Charge Applies	Guaranteed Available At No Charge
<b>Exclusions</b>	Excludes: Obsolete Items, Batteries, Outdoor Conduit, Lift Rental, Software Updates	No Exclusions
<b>Response Time</b>	As Available	Priority Response: Guaranteed Within One Business Day
<b>Services Not Covered</b>	Charged at Standard Rates	30% Discount on Standard Parts and Labor Charges

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