

# Service and Maintenance Plan (SMP)

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## Overview

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Intelligent Environments (IEL) recommends the zencontrol service and maintenance plan, as using the preventative tools available for DALI with zencontrol, your system can be supported and maintained efficiently by identifying any points of failure and thus extending the life of the entire installation.

### Benefits:

- Site status report, monthly
- Firmware update, 6-monthly
- EM reports, 6-monthly (where applicable)
- Should any zencontrol component fail, return the faulty unit to IEL office for a no-cost replacement. The product must be returned in undamaged, unmarked condition.
- Replacement for the failed unit will be supplied, pre-programmed, at no cost. (Costs for removal, shipping or for re-installation, or any defects caused by physical damage, electrical spikes/surges, or changes to the original programming by a third party, will not be covered)

### Terms:

- Plan dependent on a network connection to your site to access reporting via the zencontrol cloud.
- Plan available to all zencontrol sites from the end of the "defects and maintenance" period (usually 12 months from completion). To operate continuously from that time. If a plan has not been running continuously, a health check will be required first (at IEL standard charges). The decision to enter a Service + Maintenance Plan subsequently would then be a decision at the discretion of IEL.
- The fee for the service and maintenance plan will be invoiced/payable in advance at the start of the plan, and thereafter at the start of each calendar year, auto-renewing annually unless cancelled in writing by either party prior to one month before the renewal date of 1st January.
- The plan is intended to monitor and identify any faults within the system. As above, the replacement of faulty zencontrol hardware is covered, but any other requests for on-site or off-site fault resolution would be via IEL normal service process and charges (email [support@i-e.co.nz](mailto:support@i-e.co.nz)). See here for further details.

### Plan pricing:

Tier 1:

Sites with up to 20x controllers \$50 ex GST per month, payable annually in advance (calendar year)

Tier 2:

Sites with over 20x controllers \$75 ex GST per month, payable annually in advance (calendar year)

Please contact [support@i-e.co.nz](mailto:support@i-e.co.nz) for further details.

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