

**Profile Command  
Consoles**  
SP210001EN

**EXTENDED WARRANTY AND  
PREVENTATIVE MAINTENANCE  
PROGRAM**

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**Executive Summary**

Eaton’s Profile Command Console carries a limited lifetime warranty on all parts manufactured by Eaton® and specific limited warranty coverage on parts manufactured by third-party companies and incorporated into the Profile design. To assist our customers in maintaining optimal product function over the life of their consoles, Eaton offers an opportunity to extend the warranty period on the Profile lift, accessories and electrical components, as well as provide preventative maintenance services.\*\*\*

Extended warranty / preventative maintenance coverage is documented by issuance of an extended warranty certificate showing the effective date and expiration date.

**Details of service**

The extended warranty and preventative maintenance covers the following:

- **Console components:** work surfaces, tier walls, cable management, keyboard mechanism/tray
- **Lift components:** lift motors, power control modules and control panels
- **Accessory and trim components:** lights, light brackets, skins, panels, pole mounts and arms
- **Storage components (if present):** storage cabinets, swivel caddies and dockers

Features	Benefits
Trained authorized service professionals	Ensure that the Profile product is serviced in accordance with correct specifications
Premium response: 24hrs from initial customer contact	Faster response from the factory and field support team
Corporate and factory support	The service team is backed by the entire manufacturing capability of the company to meet demand in short cycle times and keep project schedules intact
Global knowledge	The Eaton service team provides experience gained from installing product around the world
Work order recording	Customer signature on work order initiates warranty coverage

Service Plans*, ***	
Type	Description
Bronze service plan	Extends parts coverage on all console components beyond manufacturer’s standard warranty.
Silver service plan	Full parts and labor coverage for all related component failures during the plan’s term.
Gold service plan**	Full parts and labor coverage for all related component failures during the plan’s term. Yearly preventative maintenance visits which includes inspection of product integrity, adjustments and replacement parts if needed.
Platinum service plan**	Full parts and labor coverage for all related component failures during plan’s term. Quarterly preventative maintenance visits which include inspection of product integrity, adjustments and replacement parts if needed.

## Assumptions

Customer satisfaction is Eaton's top priority. This includes timely, accurate and complete delivery of services. To provide a superior level of service, Eaton makes the following assumptions when developing a price quote and setting the expectation of service delivery:

- Typical elapsed time for first response to report of trouble received by Customer Service will be within 24 hours.
- Typical elapsed time for final resolution will be within five business days of first report of trouble (remote locations may require additional time allotment).
- Console product must be located in the same location/configuration as originally installed
- Service plans will not cover any component failure due to negligence or improper use, or failure to perform periodic resynchronization procedures.
- Warranty extension does not cover power cables that connect the components, nor does it cover service calls to resynchronize lifts where component defect is not the cause.
- Customer monitor removal and replacement are not covered during warranty work on the monitor arms.
- Customer will provide a means to gain access to the building (badges, escorts, etc.).
- Customer will recognize the need to bring necessary tools and equipment onto the premises.
- Customer will ensure his/her workstation is clear and prepared for service.
- Service to be performed during normal business hours.

## Scope of responsibility

### ***Eaton scope of responsibility:***

- Schedule certified installers
- Ensure service is performed per Eaton specifications
- Conduct work in a timely manner
- Conduct work in a manner respectful of the nature of the environment
- Provide a service point of contact to the customer

### ***Customer scope of responsibility***

- Provide an authorized point of contact to the installation team for coordination and decision making as needed
- Notify Eaton of any site specific requirements (safety requirements, special clearances, etc.)
- Identify and make available a point of contact who will conduct final inspection and sign-off

## Pricing

Pricing for this service is available on an order by order basis. A pre-quote consultation and/or walk-through by an Eaton representative is advised to determine the scope of services. Changes in the product set or changes in the assumptions or detail of work after the original scope of work is set may require a new quote. Contact your Eaton sales representative for a quote according to your specific requirements.

## Terms and Conditions

Standard Eaton terms and conditions apply and are available by contacting your Eaton sales representative.

- \* Service plans may not be offered on consoles that have been installed and in use for more than 10 years.
- \*\* Gold and platinum service plans may require purchase of additional spare material by the customer to expedite replacement of parts as needed.
- \*\*\* Eaton extended warranties start at the time of sale of the warranty and end at the warranty termination date. For example, a five year Eaton extended warranty provides five years of service starting at the point of sale (not starting at the conclusion of the vendor warranty).

For more information on Eaton's extended warranties, please contact customer support at **800.225.7348.**

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