
Facets Support Agreements



Run Your Process With Profitable Peace of Mind

Facets Support Agreements are annual or multi-year contracts designed to keep your operation running smoothly with customized packages of support services that can include preventative and remedial maintenance, training class credits, software upgrade licenses, and various levels of online, on-site, and telephone support.

Options Available

Flex Hours

We offer discounted packages of pre-purchased engineering hours that can be applied to a range of projects and services including:

- Alarm Design and Management
- Applications Engineering
- Control Loop Maintenance
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- Energy and Utilities Management
- Field Engineering
- Hardware and Network Engineering
- High Performance HMI Design
- Preventative Maintenance
- Procedural Knowledge Capture
- Process Analysis
- Project Management
- Software patch generation
- Power and grounding surveys
- Specification development
- Domain analysis reports

Flex Hours can be redeemed and additional hours purchased at any time. Detailed explanations of these services may be found in Engineer Services and in the individual Facets Support Agreement.

Unlimited Hardware Support

With this option, all time spent on hardware preventive maintenance, telephone and on-site hardware troubleshooting, parts installation and parts system integration will not deduct from Flex Hours.

Perpetual Software Upgrades

The most economical way to take advantage of all D/3®, FlexBatch®, and other NovaTech software products as they are released.

Extended Software Warranties

With this option, warranted troubleshooting services can be extended beyond initial terms and will not deduct from Flex Hours.

Maintenance Releases

Periodic improvements to major software versions—maintenance releases—are made without a formal software version release. These releases may be requested by the customer for their own installation, but we recommend using Flex Hours.

Replacement Parts Coverage and Spare Parts Logistics

Receive replacement parts for covered items at no additional charge for the duration of the agreement. Parts are shipped within 24 hours or faster, depending on the Facets level. Customers can also elect to maintain an inventory of NovaTech-owned spare parts on their sites.

Training Classes

Operators, engineers and plant managers can all benefit from the wide variety of software, hardware, safety and programming classes offered at our locations, online, or at your facility.

On-Site Support

Add full-time NovaTech Field Engineers at your facility for software and hardware support. Rapid response service will be provided from the closest NovaTech location when an On-Site Engineer is unavailable.

Service Levels At A Glance

	Diamond	Emerald	Ruby	Sapphire
Phone Support	X	X	X	X
Customer Support Website	X	X	X	X
Spare/Replacement Parts				
Parts Logistics (onsite spare parts inventory)	Option	Option	Option	Option
Parts Coverage (covered parts are replaced)	Option	Option	Option	Option
Response Times	7x24	7x24	7x24	5x8
Telephone	2 hr	4 hr	24 hr	As available
Parts	4 hr	24 hr	48 hr	As available
On-Site Service*	4 hr	8 hr	24 hr	As scheduled
Maintenance Releases	X	X	X	X
Software Upgrade Licenses for D/3® or FlexBatch®	Option	Option	Option	Option
Extended Software Warranty	Option	Option	Option	Option
Minimum Training Credits (Class Days)	25	15	10	-
Unlimited Hardware Support Labor	Option	Option	Option	Option
Flexible Support (Flex Hours) Regular Services				
Preventive and Remedial Maintenance	X	X	X	X
Software Support	X	X	X	X
Hardware Support	X	X	X	X
Graphics Support	X	X	X	X
Engineering Services	X	X	X	X
Applications Support	X	X	X	X
Systems Engineering Support	X	X	X	X
Network Support	X	X	X	X
Resident On-Site Support	Option	Option	Option	Option
Minimum Flex Hours Included	160	80	40	20
Additional Flex Hours Available	X	X	X	X
Travel and Living Expenses	N/C**	N/C**	Cost+10%	Cost+10%

*Best effort to arrive on-site.

**If within 100-mile radius from field office.

