



# SERVICE PLANS



At SunCatch, we are not just selling the technology.

**WE CARE ABOUT OUR CUSTOMERS.**

To provide exceptional technical support, in addition to the six-month manufacturing warranty, we made three Service Plans available for you to take the maintenance off your list for years to come.

## PLAN 1

TERMS OF SERVICE	PLAN COVERAGE	COST per 12 months*
<p>Six times a year</p> <p><b>FULL SERVICE</b></p> <p>(this plan requires the Remote monitoring (IoT) service to be activated)</p>	<p>- SunCatch will send the Technician at least six times a year for a regular inspection and routine maintenance of the CST and/or TES.</p> <p><b>Our regular inspection and routine maintenance include the following:</b></p> <ol style="list-style-type: none"> <li>1. Inspection of all major components of the CST and/or TES.</li> <li>2. Power washing and cleaning the structures.</li> <li>3. Washing the mirror and glass surfaces.</li> <li>4. Testing the batteries.</li> <li>5. Checking and adjustment of the GPS sun tracking system.</li> <li>6. Checking the insulation condition.</li> </ol> <p>- In case we receive an alarm signal about fault detection in your installation, or the customer calls and reports the fault situation, we will immediately send the Technician to your site to fix the problem at <b>no additional charge</b>.</p>	<p>\$ 10,000</p>



<b>PLAN 2</b> <b>TERMS OF SERVICE</b>	<b>PLAN COVERAGE</b>	<b>COST per 12 months*</b>
<p>Six times a year</p> <p><b>REGULAR</b></p>	<p>- SunCatch will send the Technician at least six times a year for a regular inspection and routine maintenance of the CST and/or TES.</p> <p><b>Our regular inspection and routine maintenance include the following:</b></p> <ol style="list-style-type: none"> <li>1. Inspection of all major components of the CST and/or TES.</li> <li>2. Power washing and cleaning the structures.</li> <li>3. Washing the mirror and glass surfaces.</li> <li>4. Testing the batteries.</li> <li>5. Checking and adjustment of the GPS sun tracking system.</li> <li>6. Checking the insulation condition.</li> </ol> <p>- In case we receive an alarm signal about fault detection in your installation, or the customer calls and reports the major fault situation, we will send the Technician to your site for additional charge at \$ 150/hour including travel time + parts (if needed).</p>	<p>\$ 6,000</p>

# PLAN 3



TERMS OF SERVICE	PLAN COVERAGE	COST per 12 months*
<p>Two times a year</p> <p><b>BASIC</b></p>	<p>- SunCatch will send the Technician at least two times a year for a regular inspection and routine maintenance of the CST and/or TES.</p> <p><b>Our regular inspection and routine maintenance include the following:</b></p> <ol style="list-style-type: none"> <li>1. Inspection of all major components of the CST and/or TES.</li> <li>2. Power washing and cleaning the structures.</li> <li>3. Washing the mirror and glass surfaces.</li> <li>4. Testing the batteries.</li> <li>5. Checking and adjustment of the GPS sun tracking system.</li> <li>6. Checking the insulation condition.</li> </ol> <p>- In case we receive an alarm signal about fault detection in your installation, or the customer calls and reports the major fault situation, we will send the Technician to your site for additional charge at \$ 150/hour including travel time + parts (if needed).</p>	<p>\$ 3,000</p>

**\* At least one year commitment is required for any of our service plans.**

**If neither of these service plans is a good fit for you,  
we can offer ON-CALL technical service  
for \$ 150/hour, including travel time + parts (if needed).**