



## domestic rate plan



AirSupport is a group of support solutions that ensure effective, prompt, around the clock, service for a range of CASE CONTROLS products, including AirSentry, AirView, AirMaster and AMP500 product lines.

Subscribers can choose from a variety of options that meet specific support, administrative and fiscal requirements. AirSupport is sold in units of hours or as a flat fee unlimited-use resource.

<b>Problem Solving</b>	Identify mechanical and electro-mechanical issues affecting machine uptime.	Failed sensors Malfunctioning valves, slipping linkage or couplings.
	Identify and correct operational and efficiency issues affecting operating cost.	Online trending Re-Establish FMMA slope after mechanical work or normal wear.
<b>Streamlining</b>	Tune compressed air systems for maximum efficiency.	PID loop tuning Tune Air Master load balancing parameters.
<b>Customization</b>	Provide unique operational features to fit your needs.	Custom water/oil heater management.
	Identify and create "system rules" for operation and develop supporting logic to implement rules.	Post shutdown water cooling Restart limit logic Multiple machine load management schemes
<b>Integration</b>	Connectivity to other CASE CONTROLS products for an integrated system solution.	Integration into process or other plant air compressors or systems.
	Assist in connectivity to your DCS, MMI or other control systems.	Port data to third party SCADA systems. Perform control functions and set-point manipulation from third party systems.

Support Type	Description	Hourly Rate	Total Cost
<b>Operational Help Desk</b>	Telephone support for operators. Used to answer operational "How To" questions.	No Charge to Air Support subscribers	
<b>Standard Support</b>	Telephone, modem or on-site technical support for technicians and engineering.	\$125.00/hr	
<b>Premium prepaid support</b>	• <b>AirSupport10</b> -10 hours telephone, modem and on-site support. Saves 10% on standard incident support rate	\$112.50/hr	\$1125.00
	• <b>AirSupport30</b> -30 hours telephone, modem and on-site support. Saves 20% on standard incident support rate	\$100.00/hr	\$3000.00
	• <b>AirSupport60</b> -60 hours telephone, modem and on-site support. Saves 25% on standard incident support rate	\$ 93.75/hr	\$5625.00
	• <b>AirSupport100</b> -100 hours telephone, modem and on-site support Saves 30% on standard incident support rate.	\$ 87.50/hr	\$8750.00