

## Factory Protection Plan



Full factory support for the long-term operation of your Capstone MicroTurbine system.

- Increased availability, minimized downtime
- “No surprises” service costs
- Scheduled service at factory-recommended intervals
- Spare parts availability at regional distribution centers
- Remote monitoring and diagnostics

Capstone’s Factory Protection Plan provides peace of mind for our customers. The most important issue for onsite-power system owners is the assurance that your system will operate when needed *and* perform as intended at the lowest total cost of ownership. Only a Factory Protection Plan from Capstone Turbine Corporation allows you to fix your maintenance costs and keep your system operating at optimal performance.



### Factory Protection Plan Options

**Plan A** – 5 year or 39,999 trh,<sup>1</sup> Parts ONLY, NO Overhaul

**Plan B** – 5 year or 39,999 trh, Parts & Labor, NO Overhaul

**Plan C** – 9 year or 79,999 trh, Parts ONLY, with Overhaul

**Plan D** – 9 year or 79,999 trh, Parts & Labor, with Overhaul

All available for the following levels of annual trh:

- <4000 trh/yr
- 4000-6000 trh/yr
- >6000 trh/yr

The Capstone Factory Protection Plan is end-user flexible, so we can customize a plan for your installation and provide complementary products and services to meet your unique operating needs. Capstone will work with you to determine the best strategies to maximize productivity and minimize maintenance costs for your system.



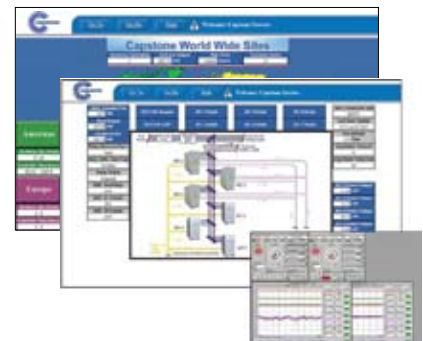
*Reliable power when and where you need it. Clean and simple.*

## Factory Protection Plan Included Services

	PLAN A	PLAN B	PLAN C	PLAN D
<b>Maintenance Parts:</b>				
Scheduled maintenance parts	Yes	Yes	Yes	Yes
Unscheduled maintenance parts as needed, including: <ul style="list-style-type: none"> <li>• Engine assembly</li> <li>• All power electronics components</li> <li>• All fuel system components</li> <li>• Optional/Accessory equipment (if installed)               <ul style="list-style-type: none"> <li>- Main battery packs</li> <li>- Heat Recovery Module (HRM) coil</li> <li>- Advanced Power Server (APS)</li> <li>- Dual Mode Controller (DMC)</li> <li>- External Fuel Filter</li> <li>- External Regulator</li> </ul> </li> </ul>	Yes	Yes	Yes	Yes
<b>Maintenance Labor:</b>				
Scheduled maintenance labor	No	Yes	No	Yes
Unscheduled maintenance labor	No	Yes	No	Yes
Engine Overhaul at 40,000 trh	No	No	Yes	Yes
<b>Additional Services:</b>				
Access to Capstone's Call Center, including 24/7 access to Technical Support	Yes	Yes	Yes	Yes
Priority response to unscheduled maintenance service requests	No	Yes	No	Yes
System software upgrades as released by Capstone	Yes	Yes	Yes	Yes
Installation of system software upgrades	No	Yes	No	Yes

## Capstone Service Network (CSN)

Capstone's internet-based CSN provides continuous monitoring of your system, and notifies Capstone instantly if a trouble event occurs. We can remotely diagnose and repair your system, or dispatch technicians quickly to minimize your total downtime.



**Contact Capstone to learn how the Factory Protection Plan can work for you.** Our factory-trained service technicians and Authorized Service Providers assist you by maintaining your equipment and minimizing maintenance costs. Capstone's Factory Protection Plan service agreement gives you more time to do what you do best – run your business.

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(1) Turbine run hours  
Specifications are not warranted and are subject to change without notice.

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