

Our Service Contract package

	No Contract	BasicCare	StandardCare	ComprehensiveCare
Preventive Maintenance	On Request	✓	✓	✓
Remote Support	✗	✗	✓	✓
Technical Hotline**	✗	✗	✓	✓
Priority Intervention	✗	Included	High Priority	Highest Priority
Repair Labour	✗	✗	✓	✓
Repair Parts	✗	✗	✗	✓
Service Level Agreements (SLA)	Best Effort	24 work hours	16 work hours*	8 work hours*
Discount on spare parts (at break fix)	Not Included	10%	20%	Included
Discount on hourly rates	Not Included	10%	Included	Included
Certificates (at break fix)	Not Included	Not Included	Included	Included

* Possibility to negotiate faster response times

** 24/7 Product Inspection