

Certified Services

Services	In the first year	Follow-up to standard Warranty	
	Warranty	Maintenance contract	Single maintenance
Device protection	1 year	3 years ¹	
Quick response time	24 hours (via Phone and Email)	24 hours (via Phone and Email)	24 hours (via Phone and Email)
Maintenance visit per year		1 maintenance visit	1 maintenance visit
Labour costs for maintenance visit (s) included	Yes	Yes	Yes
Travel costs for maintenance visit (s) included	Yes	Yes	Yes
Free firmware updates	Yes	Yes	Yes
Preference in the allocation of loan devices	Yes	Yes	Depending on availability
Preference for additional repairs	Yes	Yes	Depending on availability
Discount on labor costs for additional repairs ²	100 %	10 %	
Discount on travel costs for additional repairs ²	100 %	10 %	
Discount for replacement of wearing parts (e. g. tubes, protective cover, etc.)	100 %	10 %	
Discount on firmware upgrades	100 %	10 %	

¹ Warranty extension up to 3 years per device from date of delivery

² Except additional repairs that may become necessary due to improper use of the devices