

## Certified Services

| Services  | In the first year                 | Follow-up to standard Warranty    |                                   |
|---|-----------------------------------|-----------------------------------|-----------------------------------|
|   | Warranty                          | Maintenance contract              | Single maintenance                |
| Device protection   | 1 year                            | 3 years <sup>1</sup>              |                                   |
| Quick response time   | 24 hours<br>(via Phone and Email) | 24 hours<br>(via Phone and Email) | 24 hours<br>(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 <sup>2</sup>                     | 100 %                             | 10 %                              |                                   |
| Discount on travel costs for additional repairs <sup>2</sup>                    | 100 %                             | 10 %                              |                                   |
| Discount for replacement of wearing parts (e. g. tubes, protective cover, etc.) | 100 %                             | 10 %                              |                                   |
| Discount on firmware upgrades   | 100 %                             | 10 %                              |                                   |

<sup>1</sup> Warranty extension up to 3 years per device from date of delivery

<sup>2</sup> Except additional repairs that may become necessary due to improper use of the devices