

# SERVICE AGREEMENT

## PERSONALIZED SERVICE LEVEL AGREEMENTS

Solutions from preventive maintenance up to extensive all-inclusive service agreements

- MINIMIZE BREAK DOWN TIMES
- CONTROL RUNNING COSTS
- VIP SERVICE
- BETTER WORK PLANIFICATION



Elysia is providing a complete range of services. Our service solutions can cover basic services such as system installation, side acceptance tests, curative repair, telephone or online support and can be extended to more advanced solutions such as IQ/OQ, recertification, preventive maintenance or full warranty contracts.

To help the lab manager to schedule the lab activities, to predict and reduce the running costs, Elysia has launched a range of service level agreements.

Our service level agreements are adapted to your personal needs and budget. The agreements will help you to avoid break down time, to reduce the intervention times and to get a better preview of the running and maintenance costs.

The agreement will help you to schedule the preventive maintenance and re-certification of your equipment. Depending on the agreement, you will also get preferential conditions for spare parts, loan systems, warranty conditions and intervention times.

## Technical specifications

	Service	GOLD	SILVER	BRONZE +	BRONZE	STANDARD WARRANTY	OUT OF WARRANTY
Response time	Action Response Time in working days	1	3	5	5	5	15
	Onsite visite (after authorization) in working days	2	4	7	7	10	20
Curative Repair	Unlimited factory repair (returned instruments excl. transport)	YES	YES	NO	NO	YES	NO
	Unlimited Onsite Repair Visits (exclusive travel costs)	YES	YES	NO	NO	NO	NO
	Unlimited parts	YES	YES	NO	NO	YES	NO
	Unlimited labour/expenses	YES	YES	NO	NO	YES	NO
	SAT following repairs	YES	YES	NO	NO	NO	NO
	FAT for inhouse repairs	YES	YES	YES	YES	YES	YES
Support Service	Re-qualification following repairs (exclusive travel costs)	YES	NO	NO	NO	NO	NO
	Customer update-training	2 days / year	NO	NO	NO	NO	NO
	Free Hardware Telephone Support	< 40h / year	< 20h / year	<1-10h / year *	<1-10h / year *	<1-10h / year *	NO
Preventive Maintenance	Free Software Telephone Support	< 40h / year	< 20h / year	<1-10h / year *	<1-10h / year *	<1-10h / year *	NO
	Annual preventative maintenance	YES	YES	YES	YES	NO	NO
	Pro-active PM scheduling	YES	YES	YES	YES	NO	NO
	Routine PM spare parts (no wearing parts)	YES	YES	YES	YES	NO	NO
	Labour time for Preventive maintenance	YES	YES	YES	YES	NO	NO
Re-Qualification	Control Software Updates (No upgrades or new features)	YES	YES	YES	YES	YES	YES
	Requalification after the preventive maintenance	YES	NO	YES	NO	Not applicable	Not applicable
Loan system	Elysia products (excluded 3rd vendor)	Free of charge	Free of charge	If available, on request but will be charged.	If available, on request but will be charged.	NO	NO
Documentation	Full service report	YES	YES	YES	YES	NO	NO
	Re-qualification certificate	YES	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable
Discounts	Discount when Bundling Re-Qualification	included	-15%	-10%	-10%	NO	NO
	Discount when Bundling Application Training	-20%	-15%	-10%	-10%	NO	NO
	Discount on spare parts not covered by the contract	included	included	-10%	-10%	NO	NO
	Discount on labour costs not covered by the contract	-20%	-15%	-10%	-10%	NO	NO

\* the amount of free hardware and software telephone support hours depends on the instrument type. Please check the exact service level agreement of your specific device.

The table is giving a simple overview of the services and conditions included in the different service level agreements. Exact conditions and details are fixed in the individual contracts. Wordings and conditions of contracts might be different from the table and may change in time.



Email:  
Website:  
Headquarters:

info@elysia-raytest.com  
www.elysia-raytest.com  
Elysia s.a.  
rue du Sart-Tilman 375  
4031 Angleur - Belgium  
Tel +32 (0)4 243 43 50  
Elysia-raytest GmbH  
Benzstraße 4  
75334 Straubenhardt - Germany  
Tel. +49 (0)7082 92 55 0

Production: