



# Program

## Preventative maintenance

- > Preventative maintenance twice a year
- > Service level agreement
- > 10% reserved conditions on the purchase of spare parts.

Service agreement Summary of included services	Year 1	Years 2	Years 3	Years 4	Years 5
<b>Preventative maintenance</b>	■	■	■	■	■
<p>&gt; Two scheduled maintenance visits per year to keep the equipment in excellent working condition.            &gt; Full engineer's report issued to classify and prioritise all recommended work based on health, safety, aesthetics and functionality.</p>					
<b>Service level agreement</b>	■	■	■	■	■
<p>&gt; The service agreement extends the provision of the defined response time already included in the warranty, and offers the highest probability of an effective repair.</p>					
<b>Travel and labour</b>	■	■	□	□	□
<b>Parts for repair</b>	■	■	Reserved conditions -10%	Reserved conditions -10%	Reserved conditions -10%
<b>Spare parts subject to wear and tear and aesthetic</b>	Reserved conditions -10%	Reserved conditions -10%	Reserved conditions -10%	Reserved conditions -10%	Reserved conditions -10%
<b>Remote software updates</b>	■	■	■	■	■



### Legend:

- Included with eervice agreement
- Included with the standard equipment warranty
- Billable services, not included in the agreement