

Service agreements comparison chart

Services	Program	Global	Performance
Technical Support			
Remote support (E-Service)	■	■	■
Technical call center support	■	■	■
Local certified service center	■	■	■
Technically trained call center	■	■	■
Technogym E-Services (Online support)			
Online job opening	■	■	■
Asset management reporting tool	■	■	■
Maintenance			
Preventative maintenance	■	■	■
Internal and external cleaning	■	■	■
Sanitization and lubrication	■	■	■
Calibration & mechanical adjustment	■	■	■
Technogym certification	■	■	■
Resistance cable inspection and replacement as required	-	-	■
Repair			
Travel & labour	-	■	■
Parts for repair	-	■	■
Parts subject to wear and tear	-	-	■
Predetermined response time	-	■	■
Software update	■	■	■
Reserved conditions on spare parts not included	■	■	-
Sustainable repairs	-	-	■
Additional service features			
Parts subject to wear and tear	Reserved conditions -10%	Reserved conditions -10%	Included
Parts for repair	Reserved conditions -10%	Included	Included
Aesthetics parts	Reserved conditions -10%	Reserved conditions -10%	Included
Accidental damage on console	-	-	■
Remote equipment management	■	■	■
Accountability	-	-	■