

Service Offerings for the SportsMed Business Unit – Service on Demand

Time & Material (SLA)		Fixed Repair	Fixed Repair with Loaner	Fixed Maintenance (PM)	Fixed Maintenance with Loaner	Fixed Scrap	Fixed AS Loaner
Service delivery							
1x Preventive Maintenance (PM)		✗	✗	✓	✓	✗	✗
Technical support availability*		8am - 5pm	8am - 5pm	8am - 5pm	8am - 5pm	8am - 5pm	8am - 5pm
AS Loaner Service	PM	✗	✗	✗	✓	✗	✗
	Repairs	✗	✓	✗	✗	✗	✓
1xRepair (any type)		✓	✓	✗	✗	✗	✓
Estimated Response Time	Initial Response	6h	6h	6h	6h	✗	6h
	Pick-up Response	72h	72h	5d	72h	✗	48h
	Resolution Time	15d	15d	15d	15d	✗	✗
Shipping	Costs	✓	✓	✓	✓	✓	✓
	Insurance	✓	✓	✓	✓	✓	✓

Exchange Fixed service (SLA)		Fixed Exchange
Service delivery		Repair Center
Technical support availability*		8am - 5pm
Priority Hotline	Phone	✓
	Email	✓
Replaced Unit	Factory refurbished	✗
	Brand new	1x
Call outs for Repair		1
Warranty on replaced unit		90 days
Estimated Response Time	Initial Response	4h
	Pick-up Response	48h
	Resolution Time	72d
Shipping	Costs	✓
	Insurance	✓