Service Offerings for the Surgical 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)		×	×	V	/	×	×
Technical support availability*		8am - 5pm	8am - 5pm	8am - 5pm	8am - 5pm	8am - 5pm	8am - 5pm
AS Loaner Service	PM	×	\times	\times		×	\times
	Repairs	×		\times	\times	\times	
1xRepair (any type)				\times	\times	×	V
Estimated Response Time	Initial Response	6h	6h	6h	6h	×	6h
	Pick-up Response	72h	72h	5d	72h	\times	48h
	Resolution Time	15d	15d	15d	15d	×	×
Shipping	Costs	_		_	V	_	V
	Insurance	✓	✓	\checkmark	/	✓	/