

Service Offerings for the Surgical Business Unit – Warranty

Warranty (SLA)		Legal Warranty	Premium Warranty	Extended Warranty
Service delivery		Depot center		
Preventive Maintenance (PM)		✗	✓	Optional
Technical support availability*		8am - 5pm	8am - 5pm	8am - 5pm
Priority Hotline	Phone	✓	✓	✓
	Email	✓	✓	✓
AS Loaner Service	PM	✗	✓	Optional
	Repairs	✗	✓	✓
Repairs Coverage		Unlimited	Unlimited	Unlimited
Estimated Response Time	Initial Response	6h	4h	4h
	Pick-up Response	72h	48h	48h
	Resolution Time	15d	15d	15d
Shipping	Costs	✓	✓	✓
	Insurance	✓	✓	✓