

Service Offerings for the SportsMed Business Unit – Service Contract

Service Contract (SLA)		Limited Value Plan
Service delivery		Depot center
Preventive Maintenance (PM)		✗
Technical support availability**		8am - 5pm
Priority Hotline	Phone	✓
	Email	✓
AS Loaner Service	PM	✗
	Repairs	✓
Repairs Coverage		Unlimited
Response Time	Initial Response	6h
	Pick-up Response	72h
	Resolution Time	15d
Shipping	Costs	✓
	Insurance	✓

Service Contract (SLA)		Depot Premium Plan	Depot Premium Loaner Plan
Service delivery		Depot center	
Preventive Maintenance (PM)		✓	✓
Technical support availability**		8am - 5pm	8am - 5pm
Priority Hotline	Phone	✓	✓
	Email	✓	✓
AS Loaner Service	PM	✗	✓
	Repairs	✗	✓
Repairs Coverage		Unlimited	Unlimited
Response Time	Initial Response	2h	2h
	Pick-up Response	48h	48h
	Resolution Time	15d	15d
Shipping	Costs	✓	✓
	Insurance	✓	✓

Exchange service (SLA)		Value Exchange	Premium Exchange
Service delivery		EMEA repair center GRC	
Technical support availability*		8am - 5pm	8am - 5pm
Priority Hotline	Phone	✓	✓
	Email	✓	✓
Replaced Unit	Factory refurbished	1x	2x
	Brand new	1x	2x
Call outs for Repair		1	2
Warranty on replaced unit		90 days	180 days
Estimated Response Time	Initial Response	4h	4h
	Pick-up Response	48h	24h
	Resolution Time	72d	48d
Shipping	Costs	✓	✓
	Insurance	✓	✓