

Service Offerings for the Surgical Business Unit – Service Contracts

Service Contract (SLA)		Depot Value Plan	Depot Value Plus Plan	Depot Premium Plan	Limited Value Plan
Service delivery		Depot center			
Preventive Maintenance (PM)		✓	✓	✓	✗
Technical support availability**		8am - 5pm	8am - 5pm	8am - 5pm	8am - 5pm
Priority Hotline	Phone	✓	✓	✓	✓
	Email	✓	✓	✓	✓
AS Loaner Service	PM	Optional	Optional	Optional	✗
	Repairs	✗	Optional	Optional	✓
Repairs Coverage		✗	1x with PM	Unlimited	Unlimited
Estimated Response Time	Initial Response	6h	4h	2h	6h
	Pick-up Response	72h*	48h	48h	72h
	Resolution Time	15d*	15d	15d	15d
Shipping	Costs	✓	✓	✓	✓
	Insurance	✓	✓	✓	✓