



# Program

## Preventative maintenance

- › Preventative maintenance twice a year
- › Service level agreement
- › 10% reserved conditions on the purchase of spare parts.

Service agreement

### Summary of included services

Year 1

Years 2

Years 3

Years 4

Years 5

#### Preventative maintenance



- > Two scheduled maintenance visits per year to keep the equipment in excellent working condition.
- > Full engineer's report issued to classify and prioritise all recommended work based on health, safety, aesthetics and functionality.

#### Service level agreement



- > The service agreement extends the provision of the defined response time already included in the warranty, and offers the highest probability of an effective repair.

#### Travel and labour



#### Parts for repair



Reserved  
conditions  
-10%

Reserved  
conditions  
-10%

Reserved  
conditions  
-10%

#### Spare parts subject to wear and tear and aesthetic

Reserved  
conditions  
-10%

Reserved  
conditions  
-10%

Reserved  
conditions  
-10%

Reserved  
conditions  
-10%

Reserved  
conditions  
-10%

#### Remote software updates



#### Legend:

- Included with eervice agreement
- Included with the standard equipment warranty
- Billable services, not included in the agreement