

Support Pack Options for DEV Products



Products:

Support Pack 2	Online Support 5/10 for 2 Years
Support Pack 5	Online Support 5/10 for 5 Years plus Warranty Extension for additional 3 Years
Support Pack 1 Plus	Online Support Extension 5/10 for 1 Year plus Warranty Extension for an additional Year

Features:

- /// Available as an Option for almost all DEV Products
- /// Remote Installation Support during crucial Set-Up Phase
- /// Phone Support via a special Service Number
- /// Reaction Time within 3 Working Hours
- /// Shipping of the Product in both Directions free of Charge
- /// Support and Warranty Extension up to 10 Years

Benefits:

- /// For any User working with DEV Products
- /// For speeding up the Installation of the Product
- /// For secured System Uptime
- /// For calculable Costs for the Lifetime of the System

The Situation

Customers are frequently in a situation that a new instrument has to be installed and to be configured for proper operation, but there is no time to read the manual thoroughly. On the other hand the complexity of new products has increased significantly; hence profound knowledge of the functionality is essential.

DEV worked out a Solution

DEV Systemtechnik introduces its Support Pack Service to help engineers and technicians to do their job successfully in a minimum of time.

Three Support Pack options are offered:

- Support Pack 2 comprises online support for a period of 2 years starting from the shipment of the DEV product.
- Support Pack 5 provides 5 years of online support and extends the warranty of the product for 3 additional years.
- Support Pack 1 Plus extends the support and the warranty of Support Pack 2 or Support Pack 5 for an additional year, up to a maximum of 10 years in total.

The Details

In case of any problem the person on site calls DEV Systemtechnik via a special service number.

After explaining the problem, DEV Systemtechnik will call back within the next 3 working hours.

This 5/10 service is available from Monday to Friday (5 days) between 8 and 18 o'clock (10 hours).

DEV Systemtechnik will arrange everything free of charge for the customer, in case of the necessity to return the instrument for warranty purposes to DEV Systemtechnik.

Repair and return shipment of the product will be arranged on the highest priority level.

Order Information

Please contact your local sales representative regarding the availability of Support Packs for the desired DEV product and then include one of the following Support Packs within the order:

Support Pack 2	Online Support 5/10 for 2 Years
Support Pack 5	Online Support 5/10 for 5 Years plus Warranty Extension for additional 3 Years
Support Pack 1 Plus	Online Support Extension 5/10 for 1 Year plus Warranty Extension for an additional Year

Support Packs can be extended for the period of one year up to a maximum of 10 years in total. Orders for the Support Pack 1 Plus will be accepted only before the expiration of the previous Support Pack.

Contact

DEV Systemtechnik GmbH & Co. KG
Grüner Weg 4A
D-61169 Friedberg
Tel.: +49 (0) 6031 18999-0
Fax: +49 (0) 6031 18999-15
E-Mail: info@dev-systemtechnik.com
URL: <http://www.dev-systemtechnik.com>

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