

Gold Service for DEV Products



Features:

- /// Replacement product within 24 hours from DEV stock
- /// Hotline Availability – 24 hours a day 7 working days a week
- /// All costs for shipment, packaging, handling of replacement product are included
- /// Reaction time within 3 working hours
- /// Minimum duration of the Service Agreement is only one year

Benefits:

- /// Priority Handling for support and replacement
- /// Secured system uptime
- /// Calculable costs for the lifetime of the system
- /// Speed-up of problem solution

Why Gold Service?

The Gold Service can be ordered as an extra and makes it possible to get a **replacement product within 24 hours** in case of a defect. DEV offers this service as a 24/7 (24 hours a day 7 working days a week). The respective replacement product will be held on stock in Friedberg and will remain property of DEV Systemtechnik GmbH & Co. KG.

When to buy the Gold Service?

If the product is not older than 6 months from shipping date, the Gold Service can be ordered.

Which service is covered?

Within this service contract there are no extra costs for:

- Replacement of DEV product
- Shipment
- Packaging
- Handling

Which DEV products are covered?

DEV offers the Gold Service for approved DEV products and different quantities on request.

Where is the Gold Service available?

DEV offers the Gold Service for all European business centres where an overnight transport is possible. Other regions are available on request.

Duration of the Gold Service

The minimum duration of the Gold Service Agreement is one year.

The Process:

- Customer orders Gold Service together with DEV product (s).
- DEV issues a registration sheet for each product under Gold Service which customer needs to complete and return to DEV to obtain the Hotline Service Number.
- A defect occurs at the DEV product at the customer site.
- Customer notifies DEV of the defect DEV product via the Service Hotline
- DEV makes available replacement product to the customer site within 24 hours
- Customer returns defect product in the original box to DEV.
- Customer keeps replacement product as his property
- Serial number of replacement product will be registered as the new product under Gold Service.

Which data do you need?

- Product Number (e.g. DEV 2180)
- Serial Number of the product
- Site of product (end customer)

Fees for the Gold Service

The fee for the Gold Service is calculated on an annual basis and relates to the hardware purchasing price. It is listed in the price list which is subject to price changes. A product is under Gold Service if the annual fee for the Gold Service has been paid in advance and the registration has been done. The contract automatically extends for another year if it is not cancelled 6 weeks before termination date.

Order Information

Please contact your local sales representative regarding the availability of the DEV Gold Service for the desired DEV product and then include the Gold Service within the order:

The Gold Service can be extended for the period of one year up to a maximum period of 10 years in total.

Contact

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