

Silver Service for DEV Products



Features:

- /// Loan products within 5 working days from DEV stock
- /// Hotline Availability – 10 hours a day 5 working days a week
- /// All costs for repair, shipment, packaging, handling 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 Silver Service?

The Silver Service can be ordered as an extra and makes it possible to get a loan product within 5 working days in case of a defect. DEV offers this service as a 10/5 (10 hours a day 5 working days a week between 8:00 and 18:00 CET from Monday to Friday except public holidays). The respective loan product will be held on stock in Friedberg and will remain property of DEV Systemtechnik GmbH & Co. KG.

When to buy the Silver Service?

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

Which service is covered?

Within this service contract no extra costs for:

- All shipment costs
- Repair and loan of DEV product
- Shipment
- Packaging
- Handling

Which DEV products are covered?

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

Where is the Silver Service available?

DEV offers the Silver Service worldwide. The time for customs clearance is not considered to be included in the reaction time.

Duration of the Silver Service

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

The Process:

- Customer orders Silver Service together with DEV product (s).
- DEV issues a registration sheet for each product under Silver 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 sends loan product to the customer site within 4 days after notification.
- Customer returns defective product in the original box to DEV.
- DEV repairs original product and returns it to customer
- Customer sends loan product in the original box to DEV.

Which data do you need?

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

Fees for the Silver Service

The fee for the Silver Service is calculated on an annual basis and relates to the hardware purchasing price plus a handling charge for customs declaration and administration. It is listed in the price list which is subject to price changes. A product is under Silver Service if the annual fee for the Silver 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 Silver Service for for the desired DEV product and then include the Silver Service within the order:

The Silver 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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