

DEV SERVICES - tailored to your needs



Benefits of DEV Services

- secured systems uptime
- calculable service costs for the lifetime of the system
- remote installation support
- Support and warranty extension up to 10 years
- Priority treatment for booked services
- fast replacement in advance of lowest replacable unit
- Speed-up of problem solution
- minimum contract duration 1 year



All-round No-Worry Packages

We are convinced of the quality of our products. Therefore we have increased the warranty period to 37 months.

By further extending the coverage of service and warranty you can be sure that you get an immediate support to ensure consistency of your service towards your clients.

Minimize your risk and let DEV take responsibility for ensuring that your service is always powered by the best possible RF signals!

Services that fit your needs:

Support Packs 37, 60 and +12 months: Additional online and remote support for 37 months covering the full warranty period, 60 months and +12 months for every individual year or as an extension to existing Support Packs.

Silver Service: The Silver Service is a Support Pack. The additional benefit is the replacement in advance of the lowest replacable unit (LRU).

Project customized Service: The offered Support Packs and Silver Service does not entirely cover your needs? Let us tailor our service exactly to your specific project needs.

Your path to high availability

The qualified staff of the DEV Service Center helps customers which require a quick solution.

For every kind of problem, regardless if it occurs during installation or later, DEV has a service that fits your needs for reliable and totally flexible end-to-end solutions.

DEV Services will fit your needs - for installation or set-up, upgrades or repair. The customer pays what he uses.

Contact us for a quote.

DEV Services at a glance:

	Regular Support/ DEV Warranty	Support Packs SP37, SP60, SP+12	Silver Service
Replacement in advance	no	no	Yes
Shipping costs	Covered in one direction	Covered in both directions	Covered in both directions
Defined reaction time	no	3 working hours	3 working hours
Fault analysis	no	24 hours	8 hours
Hotline availability	10 hours 5 working days (8.00 – 18.00 CET), except public holidays	10 hours 5 working days (8.00 – 18.00 CET), except public holidays	10 hours 5 working days (8.00 – 18.00 CET), except public holidays
Support access	Hotline	Direct access to a technician	Direct access to a technician
Contract period	37 months	37 months – 10 years	Minimum 1 year, maximum 10 years

DEV SERVICES - tailored to your needs



Why DEV Services?

- for any user working with DEV Products
- for speeding up the installation of the Product
- for secured systems uptime
- for calculable costs during the lifetime of the system

Introducing DEVs Service Solution

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

Four Service Packs are available:

- Support Pack 37 comprises support for the warranty period of 37 months starting from the date of shipment of the DEV product.
- Support Pack 60 provides 60 months (5 years) of support and extends the warranty of the product for 23 additional months.
- Support Pack +12 months extends the support and the warranty of Support Pack 37 or Support Pack 60 for additional 12 months, up to a maximum of 10 years in total.
- Silver Service 12 months contains all services of the support pack plus the replacement in advance of the Lowest Replacable Unit (LRU). Contract period is 12 months up to a maximum of 10 years in total.

Typical Challenges

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.

The Concept

In case of any problem the person on site calls DEV Systemtechnik via a special service number. After explaining the problem, DEV will call back within the next 3 working hours with a solution. This service is available from Monday to Friday (5 days) between 8 and 18 o'clock (10 hours). DEV will arrange everything free of charge for the customer, in case of the necessity to return the lowest replacable unit (LRU) 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:

DEV 9920	Support Pack 37 months
DEV 9921	Support Pack 60 months (includes additional 23 months warranty)
DEV 9922	Support Pack Plus 12 months
DEV 9923	Silver Service 12 months



DEV Systemtechnik

Grüner Weg 4A
D-61169 Friedberg
Germany

Telephone +49 (0) 60 31/1 89 99 - 0
Telefax +49 (0) 60 31/1 89 99 - 15

www.dev-systemtechnik.com
info@dev-systemtechnik.com

DEV America

4695 MacArthur Court, 11th Floor
Newport Beach, CA 92660,
USA

Telephone +1 (949) 798-6120
Telefax +1 (949) 798-6121

www.dev-america.com
info@dev-america.com