



Warranty extension commences after the standard 2-year manufacturer warranty for defined serial numbers.

THE WARRANTY EXTENSION INCLUDES

- › The free repair of the defective device during the term of the contract
- › If the device cannot be repaired, it will be changed against a replacement device
- › Free standard return delivery
- › Free software updates (new features are not necessarily included)

Each year of extended warranty is charged with a certain percentage. For the total number of years of extended warranty, these annual percentages must be added together.

There are two scenarios:

- › **Scenario 1:** Extended warranty purchased **at the time of the initial equipment purchase.**
- › **Scenario 2:** Extended warranty purchased **after the initial equipment purchase**, with some of the years not being covered by an extended warranty. Each gap year will increase the cost of each year of warranty extension by 1%.



SCENARIO 1:

Extended warranty purchased **at the time of the initial equipment purchase.**

Years of product in use	Number of years of extended warranty	Cost for each year of warranty extension	Accumulative cost for total years of warranty bought	Part Number
1	incl. in manufacturer warranty	-	-	-
2	incl. in manufacturer warranty	-	-	-
3	1 year	3% of MSRP	3% of MSRP	SLA-EWA-3
4	2 years	4% of MSRP	7% of MSRP	SLA-EWA-4
5	3 years	5% of MSRP	12% of MSRP	SLA-EWA-5
6	4 years	5% of MSRP	17% of MSRP	SLA-EWA-6
7	5 years	7% of MSRP	24% of MSRP	SLA-EWA-7
8	6 years	7% of MSRP	31% of MSRP	SLA-EWA-8
9	7 years	9% of MSRP	40% of MSRP	SLA-EWA-9
10	8 years	9% of MSRP	49% of MSRP	SLA-EWA-10



SCENARIO 2:

Extended warranty purchased **after the initial equipment purchase**, with some of the years not being covered by an extended warranty. Each gap year will increase the cost of each year of warranty extension by 1%.

Example calculation for **1 gap year**:

Years of product in use	Number of years of extended warranty	Cost for each year of warranty extension (+1% for each gap year)	Accumulative cost for total years of warranty bought	Part Number
1	incl. in manufacturer warranty	-	-	-
2	incl. in manufacturer warranty	-	-	-
3	in use but no warranty (= 1 gap year)	-	-	-
4	1 year	4% + 1% for 1 gap year	5% of MSRP	SLA-EWA-4G
5	2 years	5% + 1% for 1 gap year	11% of MSRP	SLA-EWA-5G
6	3 years	5% + 1% for 1 gap year	17% of MSRP	SLA-EWA-6G
7	4 years	7% + 1% for 1 gap year	25% of MSRP	SLA-EWA-7G
8	5 years	7% + 1% for 1 gap year	33% of MSRP	SLA-EWA-8G
9	6 years	9% + 1% for 1 gap year	43% of MSRP	SLA-EWA-9G
10	7 years	9% + 1% for 1 gap year	53% of MSRP	SLA-EWA-10G

Example calculation for **2 gap years**:

Years of product in use	Number of years of extended warranty	Cost for each year of warranty extension (+1% for each gap year)	Accumulative cost for total years of warranty bought	Part Number
1	incl. in manufacturer warranty	-	-	-
2	incl. in manufacturer warranty	-	-	-
3	in use but no warranty (= 1 gap year)	-	-	-
4	in use but no warranty (= 1 gap year)	-	-	-
5	1 year	5% + 2% for 2 gap years	7% of MSRP	SLA-EWA-5G
6	2 years	5% + 2% for 2 gap years	14% of MSRP	SLA-EWA-6G
7	3 years	7% + 2% for 2 gap years	23% of MSRP	SLA-EWA-7G
8	4 years	7% + 2% for 2 gap years	32% of MSRP	SLA-EWA-8G
9	5 years	9% + 2% for 2 gap years	43% of MSRP	SLA-EWA-9G
10	6 years	9% + 2% for 2 gap years	54% of MSRP	SLA-EWA-10G



TECHNICAL SUPPORT

Our highly qualified technical support team will provide assistance according to the level of support booked.

Support includes:

- › Receipt of error report by phone or e-mail
- › Opening a ticket
- › Assistance with problems caused by operating errors
- › Troubleshooting and solution with the support of the partner/customer
- › Definition and execution of factory tests
- › Escalation to R&D department
- › Coordination of on-site service - IHSE's on-site service can be requested on demand.

PHONE SUPPORT PACKAGES

› Package 1 (SLA-SUP-85):

8h/5days Monday to Friday except Baden-Württemberg and German bank holidays

Level: Standard phone support or e-mail on weekdays

Availability: Mon to Fri, 8.30 am – 4.30 pm

Duration of Contract: no minimum contractual period

Costs: free of charge

› Package 2 (SLA-SUP-247):

24h/7days Monday to Sunday including bank holidays

Level: Extended support by phone or e-mail

Availability: Mon to Sun, 8.00 am - 6.00 pm with one hour response time

and from 6.00 pm - 8.00 am with 2 hours response time

Duration of Contract: minimum 2 year contract

PART NUMBER	ANNUAL COSTS
SLA-SUP-85	Free of charge
SLA-SUP-247	6% of MSRP

Service Level Agreement required.



UPFRONT REPLACEMENT OF DEFECTIVE DEVICES.

With the option of stock-holding, replacement devices are held in stock and can be called upon in the event of a fault. This is for a device specified by its serial number.

THE STOCK-HOLDING SERVICE INCLUDES

- Error analysis by the technical support team in cooperation with the customer
- Same day dispatch of a replacement device upon receipt of the error report before 12pm (Monday to Friday) and subsequent initial analysis of the error. Except Baden-Württemberg bank holidays and German bank holidays
- Express courier service for same day shipment of the replacement unit (delivery typically next business day; except Baden-Württemberg bank holidays and German bank holidays)
- Installing of the latest available backup file and firmware of the system
- Free-shipping to named destination as per SLA agreement
- Warranty extension by the same number of years as per the chosen stock holding option. This applies only to one device specified by its serial number. Example:

Device 1 – stock holding, warranty included

Device 2 – stock holding, warranty NOT included (options: purchase additional warranty or leave without additional warranty)

PART NUMBER	ANNUAL COSTS
SLA-SHO-DTE	15% of MSRP
SLA-SHO-DTC	25% of MSRP
SLA-SHO-DVE	25% of MSRP

- DRACO tera enterprise - minimum runtime of the stock-holding 3 years (SLA-SHO-DTE)
- DRACO tera compact - minimum runtime of the stock-holding 2 years (SLA-SHO-DTC)
- DRACO vario / compact extender - minimum runtime of the stock-holding 2 years (SLA-SHO-DVE)

Service Level Agreement required.



ON-SITE-SERVICE

Our highly qualified technical support team will provide on-site support according to the level of on-site support booked.

On-site service packages:

> Package 1

Availability: **Monday – Friday including bank holidays**

Level: On-site troubleshooting within **48h** after receipt of error report at IHSE headquarters

> Package 2

Availability: **Monday – Friday including bank holidays**

Level: On-site troubleshooting within **24h** after receipt of error report at IHSE headquarters

> Package 3

Availability: **Monday – Sunday including bank holidays**

Level: On-site troubleshooting within **24h** after receipt of error report at IHSE headquarters

IHSE's on-site service can be requested if the customer or the partner are unable to solve the problem.

On-site service costs are calculated on a case-by-case basis.

CONTRACTUAL AGREEMENTS & RELATIONSHIPS

