

# Service Agreement

Preventive maintenance makes your facility more cost-effective, minimizes downtime on your equipment, and increases the resale value of your equipment. Our service offerings range from dedicated on-site service personnel and maintenance programs to phone support and troubleshooting for when you need immediate assistance. You can choose the solutions that best fit your needs

With a nationwide network, we're never far away, providing quick assistance whenever and wherever you need it. We also train your staff in basic maintenance and ensure that fault reports are submitted correctly through our website.



## Service Agreement

### Full-service Agreement

The agreement for those of you who want security in a fixed price regardless of the number of downtime or service commitments. Preventive maintenance and equipment servicing twice a year are included, as well as internal training so that you can handle the equipment optimally in between. All spare parts are included.

## Service Agreement

### Maintenance Agreement

To maintain the performance of the equipment, preventive maintenance and equipment servicing are conducted twice a year. The agreement also includes internal training so that you can handle the equipment optimally in between. There are two different maintenance agreements that offer discounts on spare parts, labor time, travel time, and mileage reimbursement.

## Service Agreement

### Ongoing Service

If you choose not to enter into an agreement, we will assist you on an ongoing basis at our regular price list. Training for you to handle the equipment effectively is included.

	Full-service	Maintenance 2.0	Maintenance 1.0	Ongoing
Period	5 years	3 years	2 years	No
Extended warranty	3 years	1 year	No	No
Maintenance service	2 times/year	2 times/year	1 time/year	No
Spare parts	Included	30% discount	15% discount	Regular price
Labor cost	Included	20% discount	15% discount	695 SEK/h
Travel cost	Included	20% discount	15% discount	545 SEK/h, 55 SEK/mil
Training	Included	Included	Included	Included
Feedback after registered case:	24 h	24 h	24 h	24 h
Setup time during downtime:	3 workdays	3 workdays	5 workdays	5 workdays