

# BEAMSCAN™

## Service Contracts at a Glance

Which service level is best for you?



### **BRONZE**

Extended Warranty

### **SILVER**

Preventive Maintenance

### **GOLD**

Total Care

Choose from the following service options or contact PTW sales to help you find the service program best suited for you.

#### **BRONZE**

##### **“Extended Warranty”**

Your BEAMSCAN™ comes with a standard 12-month warranty. Extend your coverage against unexpected repair costs after the standard warranty of your BEAMSCAN™ has expired. Improve your software’s functionality through regular software updates.

##### **Your advantages**

- ▶ Protection against unforeseeable repair costs
- ▶ Fixed price with price guarantee
- ▶ Free software updates
- ▶ Unlimited access to expert know-how
- ▶ Flexible contract periods

#### **SILVER**

##### **“Preventive Maintenance”**

Keep your BEAMSCAN™ in top condition and technically up to date with preventive maintenance. Benefit from faster response times to service requests, priority support and free access to software upgrades to add new features and technologies.

##### **Your advantages**

- ▶ Includes all services of the “Bronze” package
- ▶ Flat-rate for all services
- ▶ Longer operating life and minimum downtime of your PTW equipment
- ▶ Priority service and support
- ▶ Free software upgrades

#### **GOLD**

##### **“Total Care”**

Receive a free replacement unit in case of equipment failure at your facility and eliminate the risk of prolonged downtimes during servicing. The “Gold” service package provides the highest level of protection, giving you complete peace of mind.

##### **Your advantages**

- ▶ Includes all services of the “Silver” package
- ▶ Maximum operational readiness of your equipment
- ▶ Best protection against downtime in case of equipment failure – at no additional cost
- ▶ Administrative and logistical support


















Get a service agreement. Contact us at [info@ptw.de](mailto:info@ptw.de).



# BEAMSCAN™

## Service Contracts

### Quick Comparison Chart

SERVICES	BRONZE	SILVER	GOLD
Technical hotline support			
Warranty extension			
Software updates			
Software upgrades			
Preventive maintenance			
Priority service and support			
Loan equipment			
Logistical services			
Flexible contract periods	1 – 4 years	1 – 7 years	1 – 10 years

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