


Support and Maintenance Level Specifications




Gold

- Email Support
- Telephone Support
- 24H Telephone Support
- Remote Diagnostics
- Repair Service (turn-around time): max 7 days
- Software Updates & Upgrades

Optional services

- Spares Onsite
- Remote Supervision
- Specialist Services (maintenance days, trainings, on-site support)




Silver

- Email Support
- Telephone Support
- Remote Diagnostics
- Repair Service (turn-around time): max 14 days
- Software Updates & Upgrades

Optional services

- Spares Onsite
- Remote Supervision



Bronze

- Email Support
- Telephone Support
- Repair Service (turn-around time): max 21 days
- Software Updates

Optional services

- Spares Onsite
- Remote Supervision