



Service Level Agreements

SLA Levels	No contract	Basic - €250/month	Advanced €500/month	Premium €1000/month
Remote service - (minimum of 30 minutes cost €45,00 per ticket)	Standard Machine €90,00 p/h High-End €115,00 p/h	4 hours per month included, after €90,00 p/h or €115,00 p/h	8 hours per month included, after €90,00 p/h or €115,00 p/h	15 hours per month included, after €90,00 p/h or €115,00 p/h
Service on location - Standard machines	€90,00 p/h	€90,00 p/h	€90,00 p/h	€90,00 p/h
Service on location - High end machines (CN-Carbon+DE, OT, NG.DE.MIL.DM)	€115,00 p/h	€115,00 p/h	€115,00 p/h	€115,00 p/h
Speed service on location within 48 hours travel and service hours x 150%	Standard: €135,00 p/h, High end: €172,50 p/h	Standard: €135,00 p/h, High end: €172,50 p/h	Standard: €90,00 p/h, High end: €115 p/h	Standard: €90,00 p/h, High end: €115 p/h
Training hours	Standard: €90,00 p/h, High end: €115 p/h	Standard: €90,00 p/h, High end: €115 p/h	Standard: €90,00 p/h, High end: €115 p/h	Standard: €90,00 p/h, High end: €115 p/h
Travel hours	Standard: €90,00 p/h, High end: €115 p/h	Standard: €72,50 p/h, High end: €95,00 p/h	Standard: €72,50 p/h, High end: €95,00 p/h	€72,50 p/h
Kilometer cost	€0,70 p/km	€0,70 p/km	€0,70 p/km	€0,70 p/km
Hotel/Flight ticket /Rental car	actual cost	actual cost	actual cost	actual cost
Software updates	cost based	50% cost based	included	included
Administration cost ticketing	€7,50 per ticket Prepare service visit €45,00 After care service visit €22,50	included	included	included
Wheel consultancy	€115 p/h	€90 p/h	redeemable with remote service or otherwise €90 p/h	included
Webshop access	on request	included	included	included
Knowledge Base	No acces	included	included	included
Guarantee on new machines (exclusive tear and wear products)	12 months	24 months	30 months	36 months
Daily cost visit	€100,00 each day	€100,00 each day	€100,00 each day	€100,00 each day
Priority with planning	no	no	yes	yes
Discount on parts and service kits	no	3%	5%	10%
Fixed price maintenance for all the machines	no	no	included	included
Year contract	actual cost	€2910,00 (3% - €90,00 discount)	€5820,00 (3% - €180,00 discount)	€11640,00 (3% - €360,00 discount)