



SLA® - Service Plan Options

Service Plan Features	Phone Support Plan	Bronze Support Plan	Silver Support Plan	Gold Support Plan	Platinum Support Plan
Response Time	Excluded	3 Business Days	2 Business Days	Next Business Day	Next Business Day
Preventive Maintenance Visits	Excluded	One Per Annum	One Per Annum	Two Per Annum	Two Per Annum
Emergency Service Calls	Excluded, at List Price	Two additional visits included, further visits discounted by 10% from list price	Two Additional visits included, further visits discounted by 15% from list price	All Visits Included	All Visits Included
Application Support Visits	Excluded	Excluded, discounted from list price by 10%	Excluded, discounted from list price by 15%	Included	Included
PCA Maintenance	Excluded	Excluded, discount from list price by 10%	Excluded, discount from list price by 15%	Included, One PM Visit per Year (Note 1)	Included (5)
Vat Maintenance	Excluded	Excluded	Excluded	Included	Included
Technical Telephone Support	Included	Included	Included	Included	Included
Laser Replacement (Laser head or Laser Power Supply)	List Price	List Price	10% Discount from List Price	10% Discount from list price	Included 70 & 100 Watt Systems
Replacement Parts	Excluded, No Discount	Excluded, 10% discount	Included (Notes 1 & 2)	Included (Note 2)	Included (Excludes (2))
Delivery Charges	At Cost	At Cost	Included	Included	Included
Travel Costs	List Price	Fixed Travel Cost	Fixed Travel Cost	Included	Included
Subsistence	Excluded	Excluded	Excluded	Included	Included
After Hours Labour	Excluded	Excluded	Excluded	List Price Plus 25%	T & M Rate Plus 25%

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Notes:

- (1) Excludes PCA Replacement Bulbs
- (2) Excludes laser and laser sub systems.