



## SLS® - Service Plan Options

| Service Plan Features                                | Basic Support Plan  | Essential Support Plan   | Critical Support Plan<br>25 & 30 Watt System | Critical Support Plan HS<br>70 & 100 Watt Systems |
|--|---|--|--|---|
| On Site Response Time                                | 3 Business Days   | 2 Business Days  | Next Business Day                            | Next Business Day                                 |
| Preventive Maintenance Visits                        | One Per Annum   | Two Per Annum  | Two Per Annum                                | Two Per Annum                                     |
| Emergency Service Calls                              | One additional visit included, further visits discounted by 10% from list price | Two additional visits included, further visits discounted by 10% from list price | All Visits Included                          | All Visits Included                               |
| Application Support Visits                           | Excluded, discount from list price by 10%                                       | Excluded, discounted from list price by 15%                                      | Included                                     | Included  |
| Laser Chiller – CFT150 / Merlin                      | Included (5)  | Included (5)   | Included, (5)                                | Included (5)                                      |
| E-mail Support                                       | Included  | Included   | Included                                     | Included  |
| Technical Telephone Support                          | Included  | Included   | Included                                     | Included  |
| Laser Replacement (Laser head or Laser Power Supply) | 5% Discount from List Price   | 10% Discount from List Price   | Included 25 & 30 Watt Systems                | Included 70 & 100 Watt Systems                    |
| Replacement Parts                                    | Excluded, 10% discount  | Included (Excludes 1,2,3, & 4)   | Included (Excludes (2))                      | Included (Excludes (2))                           |
| Delivery Charges                                     | At Cost   | Included   | Included                                     | Included  |
| Travel Costs   | Fixed Travel Cost   | Fixed Travel Cost  | Included                                     | Included  |
| Subsistence  | Excluded  | Excluded   | Excluded                                     | Included  |
| After Hours Labour                                   | Excluded  | Excluded   | T & M Rate Plus 25%                          | T & M Rate Plus 25%                               |

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Notes:

- (1) Excludes laser replacement components, laser head, RF Power Supply & DC Supply
- (2) Excludes consumable parts
- (3) Laser window is only covered in Critical Support Plan
- (4) X Y & Z Galvo's
- (5) Excludes hot bypass circuit in chiller