

Service Assurance Plans Matrix

	PLATINUM			GOLD			SILVER			BRONZE	ADVANTAGE
	VI-Plus Platinum	VI Platinum	VI Value Platinum	VI-Plus Gold	VI Gold	VI Value Gold	VI-Plus Silver	VI Silver	VI Value Silver	VI Bronze	VI Advantage
Available on											
New Systems and Upgrades	X	X	X				X	X	X	X	X
Existing Systems				X	X	X	X	X	X	X	X
Quarterly preventative maintenance checks and services.	Included			Included			Included				
Annual preventative maintenance checks and services.	Included	Included		Included	Included		Included	Included		Included	
Free transportation of equipment to and from customer's facility as required to affect in-shop repairs to covered equipment.	Included	Included	Included	Included	Included	Included	Included	Included	Included	Included	
Professional recommendations on system up-grades and maintenance issues.	Included	Included	Included	Included	Included	Included	Included	Included	Included	Included	
Free telephone support with guaranteed response time.	2 hr response	2 hr response	2 hr response	4 hr response	4 hr response	4 hr response	8 hr response	8 hr response	8 hr response	8 hr response	8 hr response
Guaranteed priority response time on all service calls	24 Hr (48 hr optional)	24 Hr (48 hr optional)	24 Hr (48 hr optional)	48 hr (24 hr optional)	48 hr (24 hr optional)	48 hr (24 hr optional)	72 hr (48 hr optional)	72 hr (48 hr optional)	72 hr (48 hr optional)	72 hr (48 hr optional)	72 hr (48 hr optional)
On-site service support labor*	Included	Included	Included	Included	Included	Included	15% discount from standard rates	15% discount from standard rates	15% discount from standard rates	15% discount from standard rates	15% discount from standard rates
In-shop Labor*	Included	Included	Included	Included	Included	Included	15% discount from standard rates	15% discount from standard rates	15% discount from standard rates	15% discount from standard rates	15% discount from standard rates
Parts*	Included	Included	Included	10% discount	10% discount	10% discount	10% discount	10% discount	10% discount	10% discount	10% discount
Loaner equipment**	Included	Included	Included	15% discount on rental equipment	15% discount on rental equipment	15% discount on rental equipment	15% discount on rental equipment	15% discount on rental equipment	15% discount on rental equipment	15% discount on rental equipment	15% discount on rental equipment
Additional "Pre-Paid Service Hours"	30% discount	30% discount	30% discount	30% discount	30% discount	30% discount	20% discount	20% discount	20% discount	15% discount	15% discount
Additional Service Hours	15% discount	15% discount	15% discount	15% discount	15% discount	15% discount	10% discount	10% discount	10% discount		
Manufacturer's Warranty Service	Included	Included	Included	Included	Included	Included	Included	Included	Included		
Detailed service reports	Included	Included	Included	Included	Included	Included	Included	Included	Included		
Free shipping to manufacturer	Included	Included	Included								
5 hours of pre-scheduled on-site technical support	Included	Included	Included								

* on covered equipment

** on selected equipment