





Service Level Agreements and Response Times at a glance

			Essential	Advanced	Comprehensive
Reaction Time Commitment		Technical Helpdesk	Next business day	8 h	4 h
		On-site service	Priority	72 h	48 h
Repair	 	Cost of labor	10% discount	✓	✓
		Travel expenses	10% discount	✓	✓
		Cost of materials	10% discount	10% discount	✓
Preventative Maintenance		Cost of labor	✓	✓	✓
		Travel expenses	✓	✓	✓
		Exchange of parts subject to wear	✓	✓	✓

Explanation for the Technical Helpdesk and agreed response times

Technical Helpdesk

After receiving your concern via the agreed communication channel, a Sartorius staff member will contact you to provide technical clarification within the agreed response time (during our business hours of Monday through Friday, 8:00 a.m. – 5:00 p.m.) by phone or email. If the problem can be solved, the response time is considered met. If the communication is unsuccessful, the Technical Helpdesk will escalate the disruption to Service Scheduling in order to coordinate an on-site call with you within the contractually specified response time.

"Preferred"

Customers with a concluded service contract are considered preferred if a service call is required. However, the Essential Contract does not have any specified period of time for this.

"Sartorius on-site service response within 48 or 72 hours."

After prior escalation and clarification by the Technical Helpdesk, a technician will be on site within 48 or 72 hours (during our business hours of Monday through Friday, 8:00 a.m. – 5:00 p.m.) after consultation for technical clarification of the problem. The same applies in the event that during clarification by the Technical Helpdesk, it turns out that all parts needed to solve the problem are already on site. If this is not the case, the service call will only take place once the necessary parts are available. Please note that the response time of 48 or 72 hours does not mean that repairs are guaranteed within 48 or 72 hours. We will gladly put together a critical spare parts package to ensure the response times.