
















Service Level Agreement: Comprehensive

All-Inclusive Coverage for
Maximum Performance

	Essential	Advanced	Comprehensive
Reaction time			
Repair	  	  	  
Maintenance			

Benefits

- Provides highest level of service protection
- Ensures maximum system reliability
- Includes full cost coverage and control also for unplanned support
- Includes highest level of committed response times for helpdesk and on-site support

Service Information

Our COMPREHENSIVE Service Level Agreement¹ offers the highest level of protection for your critical process equipment. Experience our worry-free contract support including our quickest reaction times and full cost coverage, in addition to the planned preventative maintenance.

Preventative Maintenance – Fully Covered:

- Labor costs
(include performance verification and software updates)
- Travel costs
- Wear parts

The maintenance scope for your specific equipment is defined in the corresponding equipment preventative maintenance data sheet.

Reaction Time Commitment:

Technical help-desk response within 4 hours and 48 hours on-site response (business days²)

Repair:

Labor costs repair	– fully covered
Travel costs repair	– fully covered
Material costs repair ³	– fully covered

¹ Availability may vary per country and equipment


² Business days: Mon-Fri (8 a.m. – 5 p.m.) excluding holidays, local support in local language

³ Exception: customized parts will be invoiced separately for the full list price.

Interested? Just get in touch with us for a free service consultation. You will find all important information on our website at www.sartorius.com/service.

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