



















# Service Level Agreement: Essential

Your Scheduled Annual Maintenance

## Benefits

- Covers your recurring maintenance intervals
- Increases your system reliability
- Reduces service costs
- Provides priority reaction time

	Essential	Advanced	Comprehensive
Reaction time			
Repair			
			
			
			
Maintenance			

## Service Information

Our ESSENTIAL Service Level Agreement<sup>1</sup> protects your Sartorius equipment with a regular maintenance plan according to your risk assessment and requirements. Secure the high stability of your equipment over the entire system lifecycle with our scheduled annual maintenance.

### Preventative Maintenance – Fully Covered:

- Labor costs  
(include performance verification and software updates<sup>2</sup> as well as the system check according to the Sartorius maintenance protocol)
- Travel costs
- Preventative Maintenance 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 the next business day<sup>3</sup> and priority on-site response

### Repair(s):

Labor cost repair	– 10% discount on charged labor time
Travel cost repair	– 10% discount on charged travel time charges
Material costs repair <sup>4</sup>	– 10% discount off spare part list prices charged

<sup>1</sup> Availability may vary per country and equipment

<sup>2</sup> Can vary depending on the equipment


<sup>3</sup> Business days: Mon-Fri (8 a.m. – 5 p.m.) excluding holidays, local support in local language

<sup>4</sup> 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](http://www.sartorius.com/service).

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