













Service Level Agreement: Advanced

Your Extended Service Coverage

	Essential	Advanced	Comprehensive
Reaction time			
Repair	 	 	 
Maintenance			

Benefits

- Covers your recurring maintenance intervals
- Increases your system reliability
- Covers labor and travel costs in case of repair
- Committed reaction times for helpdesk and on-site support

Service Information

Our ADVANCED Service Level Agreement¹ protects your Sartorius equipment with an extended service coverage according to your risk assessment and requirements. In addition to the preventative maintenance, it includes committed reaction times and improved cost control for your equipment in case of performance inconsistencies.

Preventative Maintenance – Fully Covered:

- Labor costs
(include performance verification and software updates 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 8 hours and 72 hours on-site response (business days²)

Repair(s):

Labor costs repair	– fully covered
Travel costs repair	– fully covered
Cost of materials for repair ³	– 10% discount off spare part list prices charged

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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