

2014 Ergotron Service Program



Package	MAINTENANCE CONTRACTS Description	Products Covered	Time to Purchase	Term	SKU	
Bronze	Onsite Maintenance for Non-Powered carts and Wall Mounts to handle all in-warranty repairs, includes a once per year per device onsite inspection and adjustment.	Non-Powered Carts & Wall Mounts	POS	12-Month	SRVC-AMUNP-B-POS	
				36-month	SRVC-AMUNP-B36M	
				60-month	SRVC-AMUNP-B60M	
			Post Sale	12-Month	SRVC-AMUNP-B	
Silver	Onsite Maintenance to handle all in-warranty and post warranty repairs + one battery replacement (labor only) per cart. Customer must provide replacement batteries.	SLA Carts	POS	12-Month	SRVC-AMUSLA-S-POS	
				36-month	SRVC-AMUSLA-S36M	
			Post Sale	12-Month	SRVC-AMUSLA-S	
Silver Plus	Silver Package + one preventive maintenance per cart per year.	SLA Carts	POS	12-Month	SRVC-AMUSLA-SP-POS	
				36-month	SRVC-AMUSLA-SP36M	
			Post Sale	12-Month	SRVC-AMUSLA-SP	
Gold	Silver Package + one complete battery replacement per cart per year (includes labor & batteries).	SLA Carts	POS	12-Month	SRVC-AMUSLA-G-POS	
				36-Month	SRVC-AMUSLA-G36M	
				Post Sale	12-Month	SRVC-AMUSLA-G
	Onsite Maintenance to handle all in-warranty and post warranty mechanical and power module repairs, includes battery replacement in the event of a failure.	LiFe Carts	POS	12-Month	SRVC-AMULIF-G-POS	
				36-Month	SRVC-AMULIF-G36M	
60-Month				SRVC-AMULIF-G60M		
			Post Sale	12-Month	SRVC-AMULIF-G	
Platinum	Gold SLA Support Package + once per year onsite preventive maintenance per cart	SLA Carts	POS	12-Month	SRVC-AMUSLA-P-POS	
				36-month	SRVC-AMUSLA-P36M	
				Post Sale	12-Month	SRVC-AMUSLA-P
	Gold LiFe Support Package + once per year onsite preventive maintenance per cart	LiFe Carts	POS	12-Month	SRVC-AMULIF-P-POS	
				36-month	SRVC-AMULIF-P36M	
60-month				SRVC-AMULIF-P60M		
			Post Sale	12-Month	SRVC-AMULIF-P	
Tablet & Laptop Charging Cart	Onsite Maintenance to handle all in-warranty repairs.	Tablet Carts	Available at POS or Post Sale	12-Month	SRVC-AMUTAB-G	
	Onsite Maintenance to handle all in-warranty repairs, includes a once per year per device onsite inspection and adjustment.			12-Month	SRVC-AMUTAB-P	

Minimum Order Quantity per location for all contracts is 10.

The above service programs are for 12-month, 36-month or 60-month term (depending on option selected) and include Next Business Day (24 hour response) Monday - Friday 8:00am - 5:00pm local time (excluding holidays)

*Point of Sale (POS) prices are valid within 90 days of hardware purchase order

*Post Sale prices are valid for any equipment after 90 days of hardware purchase order

Package	PRODUCT INTEGRATION Description	Min. Quantity	SKU
Single Product Integration	Single Product Integration service is purchased when the number of units to integrate does not meet minimum unit quantities for Tier 1, 2 or 3. All hardware and cabling will be set up to make your deployment seamless and successful.	1	SRVC-SPI-1
Tier 1 Integration	Tier 1 service typically represents a simple installation of a basic product configuration. All hardware and cabling will be set up to make your deployment seamless and successful.	10	SRVC-PI-01
Tier 2 Integration	Tier 2 service typically represents a multi-configuration installation. All hardware and cabling will be set up to make your deployment seamless and successful.	5	SRVC-PI-02
Tier 3 Integration	Tier 3 service typically represents a cart and/or multi-configuration wall installation. All hardware and cabling will be set up to make your deployment seamless and successful.	5	SRVC-PI-03

Package	WorkFit Service Program Description	Products Covered	Min. Quantity	SKU
WorkFit Integration	WorkFit Product Integration service includes all hardware integration, proper adjustment and cable management to make your deployment seamless and successful.	All WorkFit Products	1	SRVC-WFI-01
WorkFit FitCheck	Comprehensive evaluation of your WorkFit products, including a multi-point inspection, unit adjustment & cable management.		3	SRVC-WFFC

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Package	Description	Products Covered	Time to Purchase	Term	SKU
SV LiFe Warranty Extension	StyleView LiFe Cart Standard Warranty Extension to 5-years for all components (Mechanical, Electrical & Battery)	LiFe Carts	POS	60-month	SRVC-LIF5YR-POS
Package	Description	Products Covered	Min. Quantity	SKU	
Preventive Maintenance	Comprehensive evaluation of your non-powered cart or wall mount system inventory, including multi-point unit inspection, unit adjustment & cable management. A detailed service report on all evaluated carts will be provided following inspection.	Non-Powered Carts & Wall Mounts	10	SRVC-PMNP	
	Comprehensive evaluation of your powered cart inventory, including a 34-point cart inspection and a nine-point power system inspection, unit adjustment & cable management. A detailed service report on all evaluated carts will be provided following inspection.	SLA & LiFe Powered Carts	10	SRVC-PMP	
Package	Description	Products Covered	Purchase Quantity	SKU	
Audit and Health Check	Asset inventory and evaluation of your Ergotron install base, including multi-point unit inspection. A detailed service report on all evaluated carts will be provided following inspection.	Available for all Ergotron Products	For up to 150 units or two days onsite.	SRVC-AUDIT	
			Additional Day Onsite or 100 units	SRVC-AUDIT-SUB	
Package	Description	Purchase Quantity	SKU		
Deployment Management	A certified service consultant will plan the deployment of carts or workstations, managing the project throughout the facility to ensure a successful integration of your IT equipment with Ergotron solutions.	Initial Planning	SRVC-DEPLMN		
	Purchased once scope of project has been accepted by customer and the total number of days onsite has been determined for completion of the project.	Additional Project Days	SRVC-DEPLMN-SUB		
Package	Description	Min. Quantity	SKU		
Onsite Product Training	Improve workflow and optimize power system performance for StyleView Carts. Let the experts provide in-depth training for your bio-med, IT and clinical staff to prevent undue wear and tear of carts. Staff will learn how to properly use, adjust and maintain carts, improving asset management and potentially eliminating user dissatisfaction and costly downtime.	1	SRVC-SR-01		
Package	Description	Products Covered	Min. Quantity	SKU	
SLA to LiFe Conversion	Convert your existing SLA-battery-technology SV32 cart to Lithium Iron Phosphate (LiFe) power.	SV32 SLA Carts	10	SRVC-LiFeC-SV32	
	Convert your existing SLA-battery-technology SV42 cart to Lithium Iron Phosphate (LiFe) power.	SV42 SLA Carts	10	SRVC-LiFeC-SV42	
Package	Description	Min. Quantity	SKU		
Product Recycling	Recycling service of any Ergotron product or non-Ergotron cart product. Have confidence that everything within the product has been recycled or disposed of properly. Customer Pays Freight.	1	SRVC-RCYL-NF		
	Recycling service of any Ergotron product or non-Ergotron cart product. Have confidence that everything within the product has been recycled or disposed of properly. Ergotron Pays Freight.	1	SRVC-RCYL-F		