

# Service Program Ergotron EMEA



Package	Maintenance Contracts	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	Point of Sale or Post Sale	12-Month	SRVCE-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	Point of Sale or Post Sale	12-Month	SRVCE-AMUSLA-S
Silver Plus	Silver Package + one preventive maintenance per cart per year.	SLA Carts	Point of Sale or Post Sale	12-Month	SRVCE-AMUSLA-SP
Gold	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	Point of Sale or Post Sale	12-Month	SRVCE-AMULIF-G
			Point of Sale	60-Month	SRVCE-AMULIF-G60M
Platinum	Gold LiFe Support Package + once per year onsite preventive maintenance per cart	LiFe Carts	Point of Sale or Post Sale	12-Month	SRVCE-AMULIF-P

To initiate service event the customer must contact Ergotron's support team.

Response time is within one business day. On site service time is dependent on customer location, not to exceed five business days. Standard service hours are Monday to Friday, 8:00am to 5:00pm local time.

Package	Extended Warranty Program	Products Covered	Time to Purchase	Term	SKU
Warranty Extensions	StyleView SLA (Sealed Lead Acid) Cart Standard Warranty Extension to 5-years for all mechanical and electrical components. Battery not included.	SLA Carts	Within 1-year from Date of Purchase	5-years from date of original equipment purchase	SRVCE-SLA5YR
	StyleView LiFe Cart Standard Warranty Extension to 5-years for all components (Mechanical, Electrical & Battery)	LiFe Carts			SRVCE-LIF5YR
	AC Powered Wall Mount and Desktop Charging System Standard Warranty Extension to 5-years for all mechanical and electrical components	AC Powered Wall Mount and Desktop			SRVCE-SYR-ACDW

Package	Maintenance	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	SRVCE-PMPN
	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	SRVCE-PMP

Package	Product Integration	Min. Quantity	SKU
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.	15	SRVCE-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.	10	SRVCE-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.	10	SRVCE-PI-03

Package	Product Training	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	SRVCE-SR-01

