

2015 Ergotron Service Program



Package	MAINTENANCE CONTRACTS Description	Products Covered	Time to Purchase	Term	MSRP	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	\$ 80	SRVC-AMUNP-B-POS
				36-month	\$ 240	SRVC-AMUNP-B36M
				60-month	\$ 419	SRVC-AMUNP-B60M
			Post Sale	12-Month	\$ 88	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	\$ 213	SRVC-AMUSLA-S-POS
				36-month	\$ 717	SRVC-AMUSLA-S36M
				Post Sale	12-Month	\$ 313
Silver Plus	Silver Package + one preventive maintenance per cart per year.	SLA Carts	POS	12-Month	\$ 300	SRVC-AMUSLA-SP-POS
				36-month	\$ 970	SRVC-AMUSLA-SP36M
				Post Sale	12-Month	\$ 400
Gold	Silver Package + one complete battery replacement per cart per year (includes labor & batteries).	SLA Carts	POS	12-Month	\$ 594	SRVC-AMUSLA-G-POS
				36-Month	\$ 1,822	SRVC-AMUSLA-G36M
	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	\$ 124	SRVC-AMULIF-G-POS
				36-Month	\$ 415	SRVC-AMULIF-G36M
				60-Month	\$ 736	SRVC-AMULIF-G60M
				Post Sale	12-Month	\$ 180
Platinum	Gold SLA Support Package + once per year onsite preventive maintenance per cart	SLA Carts	POS	12-Month	\$ 650	SRVC-AMUSLA-P-POS
				36-month	\$ 1,983	SRVC-AMUSLA-P36M
	Gold LiFe Support Package + once per year onsite preventive maintenance per cart	LiFe Carts	POS	12-Month	\$ 170	SRVC-AMULIF-P-POS
				36-month	\$ 596	SRVC-AMULIF-P36M
				60-month	\$ 1,007	SRVC-AMULIF-P60M
				Post Sale	12-Month	\$ 275
Tablet & Laptop Charging Cart	Onsite Maintenance to handle all in-warranty repairs.	Tablet Carts	Available at POS or Post Sale	12-Month	\$ 61	SRVC-AMUTAB-G
	Onsite Maintenance to handle all in-warranty repairs, includes a once per year per device onsite inspection and adjustment.			12-Month	\$ 250	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	Description	Products Covered	Purchase Quantity	MSRP	SKU
One-Point-of-Contact Program	Service program for the performance of service activities on non-Ergotron equipment as well as nonstandard Ergotron service events performed on Ergotron gear. <i>This is a custom program that must be qualified and quoted by the Ergotron Global Service Sales Team.</i>	Available for Ergotron Products and non-Ergotron POC equipment	10	\$ 197	SRVC-RC-1

Package	PRODUCT INTEGRATION Description	Min. Quantity	MSRP	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	\$363.65	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	\$ 98.51	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	\$197.03	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	\$297.97	SRVC-PI-03

Package	WorkFit Service Program Description	Products Covered	Min. Quantity	MSRP	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	\$ 149	SRVC-WFI-01
WorkFit FitCheck	Comprehensive evaluation of your WorkFit products, including a multi-point inspection, unit adjustment & cable management.		3	\$ 49	SRVC-WFFC

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Package	Extended Warranty Program Description	Products Covered	Time to Purchase	Term	MSRP	SKU
StyleView Cart 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 purchase	\$ 425	SRVC-SLA5YR
	StyleView LiFe Cart Standard Warranty Extension to 5-years for all components (Mechanical, Electrical & Battery)	LiFe Carts			\$ 450	SRVC-LIF5YR
Charging Systems Warranty Extensions	AC Powered Cart Charging System Standard Warranty Extension to 5-years for all mechanical and electrical components.	AC Powered Charging Carts	Within 1-year from Date of Purchase	5-years from date of purchase	\$ 200	SRVC-DM5YR-PSCART
	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			\$ 40	SRVC-DM5YR-ACDW
	USB Powered Tablet Management Cart Standard Warranty Extension to 5-years for all mechanical and electrical components	USB Powered Tablet Management Cart			\$ 94	SRVC-DM5YR-TMC
	USB Powered Wall Mount and Desktop Charging Systems Standard Warranty Extension to 5-years for all mechanical and electrical components	USB Powered Wall Mount and Desktop			\$ 100	SRVC-DM5YR-USBDW

Package	Description	Products Covered	Min. Quantity	MSRP	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	\$ 69	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	\$ 99	SRVC-PMP

Package	Description	Products Covered	Purchase Quantity	MSRP	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.	\$ 4,460	SRVC-AUDIT
			Additional Day Onsite or 100 units	\$ 1,360	SRVC-AUDIT-SUB

Package	Description	Purchase Quantity	MSRP	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	\$ 4,999	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	\$ 1,367	SRVC-DEPLMN-SUB

Package	Description	Min. Quantity	MSRP	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	\$ 1,950	SRVC-SR-01

Package	Description	Products Covered	Min. Quantity	MSRP	SKU
SLA to LiFe Conversion	Convert your existing SLA-battery-technology SV32 cart to Lithium Iron Phosphate (LiFe) power.	SV32 SLA Carts	10	\$ 3,299	SRVC-LiFeC-SV32
	Convert your existing SLA-battery-technology SV42 cart to Lithium Iron Phosphate (LiFe) power.	SV42 SLA Carts	10	\$ 2,999	SRVC-LiFeC-SV42