Service Level Agreement

Level 1 PN: 90010	Level 2 PN: 90020	Level 3 PN: 90030
Service: 1 per year (6 hours per day) Agreed with customer for:	**Service: 2 per year (6 hours per day) Agreed with customer for:**	**Service: 3 per year (6 hours per day) Agreed with customer for:**
• Product training • System recommissioning • Replacement of parts • Adjustments and alignments • Component(s) maintenance • Customisation of Products	• Product training • System recommissioning • Software Updates • Replacement of parts • Adjustments and alignments • System maintenance • Customisation of Products	• Product training • System reconfiguration • System recommissioning • Software Updates and backups • Replacement of parts • Adjustments and alignments • System maintenance • Customisation of Products
Callouts: 2 per year (3 hours/ callout) *Customer may request a callout for:*	**Callouts: 3 per year (3 hours/ callout)** *Customer may request a callout for:*	**Callouts: 4 per year (3 hours/ callout)** *Customer may request a callout for:*
• fault-finding/ Repair • System recommissioning • *Customised solutions	• Product training • fault-finding/ Repair • System recommissioning • Software Updates and backups • *Customised solutions	• Product training • fault-finding/ Repair • System reconfiguration • System recommissioning • Software Updates and backups • *Customised solutions
Cost: 15 000.00 Zar excl VAT. Travel included with 100 Km radius otherwise charged at R 4.00 per Km	Cost: 27 000 Zar excluding VAT and travel costs. Travel included with 100 Km radius otherwise charged at R 4.00 per Km	Cost: 40 000.00 Zar excluding VAT and travel costs. Travel included with 100 Km radius otherwise charged at R 4.00 per Km

Equipment		
Non-software requiring equipment sets E.g.	**software requiring equipment e.g.**	**Software requiring equipment sets E.g.**
• Hydraulics or Pneumatics • EduKit PA: Basic • Electrical Wiring system • Mechanical trainer • Or any other system determined to fall within this category	• TP260 Africa • EduKit: Advanced • Compact workstation: Basic • Transferline • Robotino: Basic • MPS Stations • Electrical /Electronic training Systems • Fluidsim/ Lx/ Web based training/Codesys/FCT. • LabVolt EMS • Telecommunication systems • Or any other system determined to fall within this category	• FMS systems/ MPS 210/MPS 500 • Compact workstation: Advanced • EDS Water Treatment system • MPS PA 204 System • LabVolt PA systems • MPS 400 series i4.0 • Festo Didactic MES 4 • CP Factory/CP Lab/ AFB Factory • Robot Assembly • Robotino: advanced • CNC Machines (Emco and LabVolt) • Or any other system determined to fall within this category

Warrantee extension: *(offer only available for serviced products)*

First **2 years**: free ➤ **3 years**: costs 2% of product value ➤ **4 years**: costs 4% of product value

Contact our Technical Support Department on **Tel: +2711-971-5557/ email: tressure.mokgohloa@festo.com**