

	Lifecare Standard*	Lifecare Custom
Operation Center Support	Handling initiated within 1 day	Offer
Operation Center Opening Hours	Working Hours CET/SGT/EDT	Offer
Field Service Dispatch	30 working days	Offer
Spare Parts Supply	Dispatched within 60 working days	Offer
Repair Turnaround Time	60 working days	Offer
Service Note	✓	✓
User Documentation Updates		Offer
Annually Status Report		Offer
System Review		Offer
Spare Parts Discount	5%	5%
Repair Discount	5%	5%
Field Service Discount	5%	5%
Training Discount	10%	10%
Pricing:		
Price as a % of System List Price	5%	Offer

*New radar sales: First year for free, including repairs, and field service dispatch within 6 days.