

TERMA LIFECARE

EXTENDED WARRANTY

Peace of Mind with Terma Lifecare

Operational availability is imperative. Therefore, the Terma Lifecare concept is designed to deliver services that are essential elements in obtaining global operational peace of mind. By building an organization of expert service engineers and a service portfolio comprising all key aspects of maintenance that scale from single unit installations to countrywide solutions, Terma has become a proven service partner for customers relying on uninterrupted operation of vital solutions.

By providing a broad palette of essential support and maintenance services including the value adding digital services from the Lifecare Connect offering, Terma Lifecare is relevant to all owners of critical surveillance assets; agreements are shaped and scaled by selecting the level of service for each service element that best match individual demands, considering aspects such as solution scope, purpose, criticality, maintenance organization etc.

Extended Warranty

The “Extended Warranty” service element is popular amongst Terma Lifecare customers who appreciate the transparency of maintenance cost that is available through extending the product warranty included with the system delivery. By letting Terma handle the repairs and replacements necessary to ensure continuous operational availability, customers will benefit from the assurance that only original and certified parts are installed in the operational setup.

With Extended Warranty repair of defective parts is included, and field service engineers are dispatched with priority. By combining this with other Terma Lifecare high-performance elements such as priority repair turnaround or spare part supply, numerous asset owners currently rest assured that their assets are taken good care of through state-of-the-art maintenance services delivered by a professional maintenance organization, that very well recognizes the importance of operational availability.

Service Element	Terma Lifecare Extended Warranty
Support *	Operation Center Opening Hours: 08:00 – 16:00 (CET/SGT/EDT) Handling initiated within 1 Working Day
Field Services	On-site within 10 Calendar Days
Spare Parts Supply *	Dispatched within 60 Calendar Days
Repair *	Turnaround Time 60 Calendar Days
Lifecare Connect Remote Service	4 annual sessions included
Lifecare Connect Monitoring	✓
Service Notes	✓
Annual Status Report	✓
Repairs Included	✓

* denotes that upgrade options are available. Contact your local sales representative for more information.