

# TERMA LIFECARE

## 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.

## Agreements that scale

By providing a broad palette of essential support and maintenance services alongside the value adding digital services from the Terma 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. This means that throughout the validity of the agreement, response times, delivery times and turnaround times for support, field services, spare parts and repair are guaranteed, and signing up for the Software Security Updates program even ensures regular software security updates.

Product warranty is handled as an integral part of a Terma Lifecare agreement and Extended Warranty is available as an option. During warranty periods, defective parts are repaired or replaced at Terma's expense, increasing maintenance cost transparency.

## We deliver the promise

The service span and flexibility of Terma Lifecare means that with a tailored Terma Lifecare agreement, asset owners can 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 Standard	Upgrade Options
Support	Operation Center Opening Hours: 08:00 – 16:00 (CET/SGT/EDT) Handling initiated within 1 Working Day	Operation Center Opening Hours: 24/7/365 Handling initiated within 2 hours
Field Services	On-site within 30 Calendar Days	On-site within 20 Calendar Days <i>or</i> On-site within 10 Calendar Days
Spare Parts Supply	Dispatched within 60 Calendar Days	Dispatched within 20 Calendar Days <i>or</i> Dispatched within 4 Calendar Days
Repair	Turnaround Time 60 Calendar Days	Turnaround Time 20 Calendar Days <i>or</i> Turnaround Time 4 Calendar Days Exchange Plus
Remote Services	4 annual sessions included	
Service Notes	✓	
Annual Status Report	✓	
Repairs Included	Included during Warranty Period	✓
Extended Warranty		✓
Software Security Updates		✓
Terma Connect	Basic	Premium