ADS-TEC Service – more security

ADS-TEC service packages **Extended Warranty in Basic, Silver and Gold or comprehensive protection with »Full Comprehensive Coverage FCC«**

In order to cover technical malfunctions it is possible, beyond the statutory warranty, to purchase an ADS-TEC industrial IT product for an extended service. In this way, it is possible to have longer-term protection against repair costs due to technical malfunctions.

	without service package	BASIC adstec Service	SILVER adstec Service	GOLD adstec Service
Protection against technical malfunctions	– *	✔	✔	✔
Contract term	– *	36/60 months	36/60 months	36/60 months
Processing time for the industrial IT products in event of service	20 AT	10 AT	5 AT	3 AT
Protection against mechanical damages	– *	–	–	–

ADS-TEC Services **Overview of the packages**
With the Basic, Silver and Gold packages, defined reaction times during 36 or 60 months can be specified for the repair, in order to keep the downtime as short as possible. These are calculated in working days (AT) from arrival of the Service Article at ADS-TEC until once again returned to the transport provider after successful repair, exclusive of any possible period subject to a cost estimate (for a repair outside of the guarantee service).

	without service package	FCC adstec Service
Repair costs are accepted, even in the event of mechanical damage	– *	✔

ADS-TEC Services **Comprehensive protection »Full Comprehensive Coverage FCC«**
»Comprehensive Coverage« is the service which is comparable to fully comprehensive insurance for industrial computing products, which also takes effect in the event of sudden and externally-caused defects such as damage caused by a fall or the mechanical destruction of a touch screen. All repair costs are covered.

ADS-TEC Services **Services & customising made to measure**
Tailored to your requirements, we provide other services such as the planning and implementation of roll-outs or the customising of operating systems and applications such as soft keyboards and RFID. Our made-to-measure service, support and maintenance agreements also ensure that you have the best possible support over the entire service life.

*warranty period of 12 or 24 months