



# SLA Maintenance Contract Options

available for SLA® Viper / 3500 / 5000 / 7000 • iPro 8000 / 9000

	SERVICE TYPE	DESCRIPTION	PRIME*	CHOICE	SELECT
SUPPORT	unlimited phone support	call center services 8 AM - 5 PM (business days)	X	X	X
	emergency service visits	on-site visit within 2 business days 8 AM - 5 PM (business days)	X	X	
	preventative maintenance visit	preventative maintenance performed by a PIVOT service representative at OEM maintenance intervals (maintenance procedures may be completed in conjunction with unscheduled or emergency service visits)	X 3 / YR	X 3 / YR	X 3 / YR
	priority service scheduling	customer will receive priority scheduling of a PIVOT field service representative after an issue is reported and the need for an on-site service visit is determined	X	X	
PARTS	parts	replacement of all defective or worn machine parts	X	X	
	lasers	replacement lasers excluding iPro and ProJet	X		
	software updates	software updates that become available during the maintenance period	X		

Multiple machine discounts available.

\*only available for Viper / 3500 / 5000 / 7000

ADD-ON OPTIONS: 1) operator training available at customer site for an additional cost 2) for services not covered in a PIVOT service contract, a per hour labor rate will apply (systems covered by a service contract will receive a 10% discount on list price labor services - e.g. deinstall / reinstall)