

# TERMA LIFECARE

## 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 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.

### Warranty

When purchasing a Terma product, warranty is an integral part of a Terma Lifecare agreement, which is complimentary during the warranty period. During this period, defective parts are repaired or replaced at Terma's expense. Apart from this, the agreement also guarantees response times, delivery times and turnaround times for repair, support, spare parts and field services.

Terma Lifecare provides options to extend the warranty beyond the initial period or upgrade the agreement with high-performance elements such as priority repair turnaround or field services. This 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 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
Remote Services	4 annual sessions included
Service Notes	✓
Annual Status Report	✓
Repairs Included	✓
Terma Connect *	✓

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