

digital film technology

service level agreements  
**Contract Options**





# SLA contract options >>>

Services	Type of Contract				
	Description of DFT Service	Total Care	Premium Care	Pro Care	Warranty
Waiver Of Repair Costs In Factory	×	×	×	×	×
24x7 Telephone Support	×	×	×		
Waiver Of Pre Payment	×	×	×	×	×
Long Term Product Support	×	×	×	×	×
Software Maintenance (bugfixes)	×	×	×	×	×
Software Upgrades	×	×			
Access To Local SLA Stock	×	×	×		
Remote Diagnosis	×	×	×		
Spare Parts covered by Advanced Exchange	×	×	×		
1 x Preventative Maintenance Visit	×	×			
30% Discount Training	×	×			
DFT Shipment Of Spare Parts Under DDP	×	×			
On-Site Hours Included	×	×			
Travel Time Included	×				
Travel Expenses Included	×				
All Consumables/Wear Parts Included	×				
30% Discount on Consumables/Wear Parts			×		
DFT Shipment of Spare Parts Under DAP				×	×
9x5 Telephone Support					×

Please refer to each SLA contract type for Terms and Conditions



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dft's policy is one of continuous improvements and we reserve the right to change the specification at any time without prior notice

