

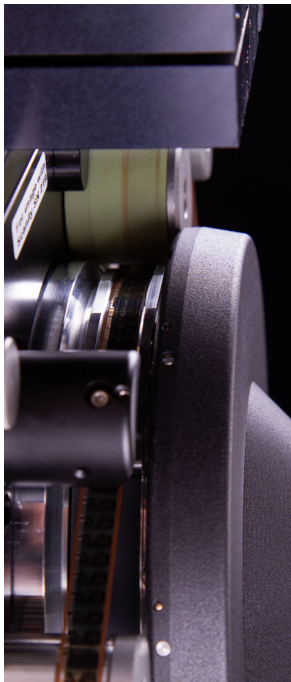
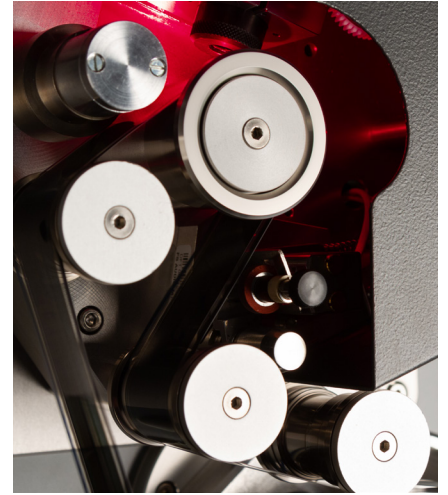
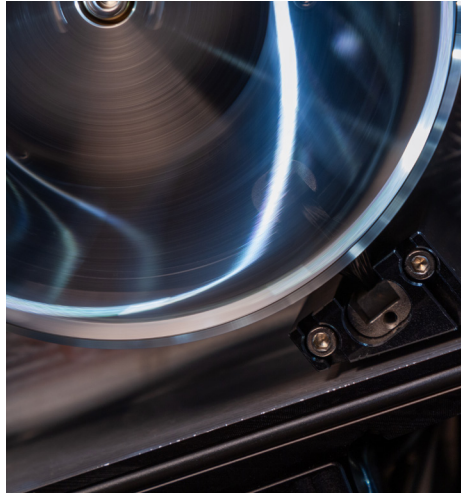
Digital Film Technology

# Support

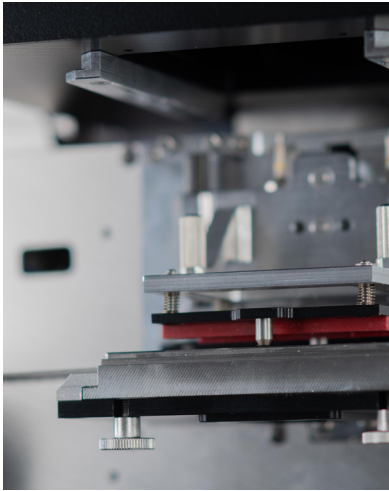
## Service Level Agreements



# Support



# Service Level Agreements

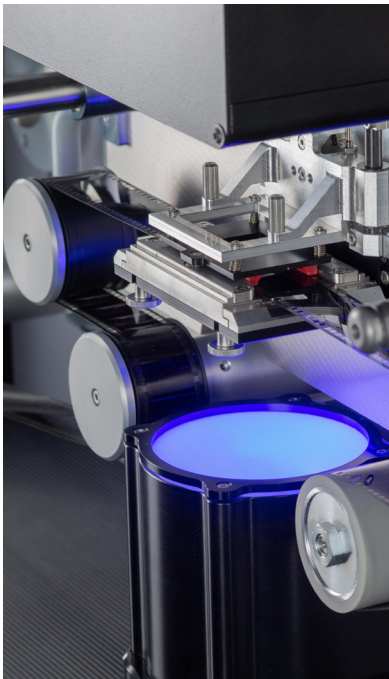


At DFT we like to ensure that our customers get the most from their investment - from day one of the installation and throughout the product lifetime - from day-to-day service and support issues, through to emergency breakdown and repair.

repair. Whatever your problem, and wherever you are located, the DFT service team can help.

## RAPID RESPONSE

We have experienced engineering support teams located in Germany, UK and USA who provide a rapid and committed response, to minimize workflow disruption and down-time. Our service centers are supplemented by a network of authorized service partners who have been selected to be within easy reach of our customer sites.



## GLOBAL COVERAGE

Our network of highly trained and experienced engineers can provide all levels of support - from straight-forward telephone or email advice and assistance through to complex servicing or emergency breakdown

# WHY PURCHASE A DFT SUPPORT AGREEMENT?

## ANY TIME

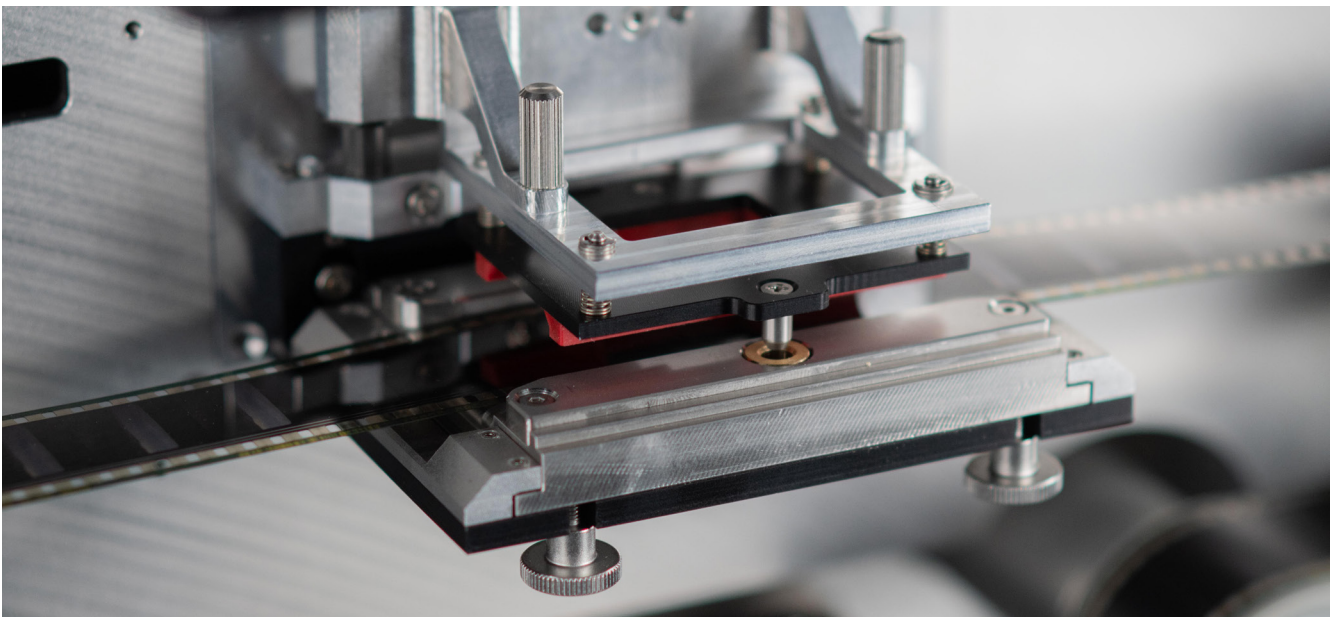
On-site services and 24/7 priority telephone support from factory-trained personnel provides assurance that your equipment will be repaired in the shortest possible time frame .

## RELIABLE

We only use factory certified spare parts that can be relied upon when needed and supplied on an advanced exchange basis from a local stock-holding - getting you up and running more quickly.

## EXPERTISE

We have been at the forefront of film scanning technology for over 75 years, supplying a range of high-quality, leading-edge products and services. DFT is a company that understands and cares about your requirements and your customers' needs.



# TECHNICAL SUPPORT SERVICES & TRAINING

- Commissioning support
- On-site repair and maintenance services
- Hotline, up to 24 hours a day, 7 days a week
- Comprehensive software and hardware support
- Advanced exchange hardware support
- Hands-on training classes

DFT technical support provides the support needed to help keep your equipment and technology running smoothly, providing you with peace of mind.

With strategically placed global support teams you can be assured that your support needs will be addressed quickly and efficiently. We ensure you can get on with doing what you do best and leaving us to do what we

at DFT do best – caring for your equipment.

A DFT support agreement provides high-quality global support and expertise and a vast range of technical support services whenever and wherever you need them, ensuring that your equipment operates at optimum performance.

The DFT technical support services & training team offers complete service solutions that

enhance your return on DFT products. Advanced training and proactive support reduce down-time and keep your equipment performing at optimum productivity. The pre-packaged suite of DFT Services provides support throughout the entire process.

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## **Finding the best Service Level Agreement for you**

Every project is different. We have prepared three different SLA agreements for you from which you can choose the contract that suits you best.

Please find here an overview of the the three SLA levels

**Pro Care, Premium Care and Total Care.**

Please note that Total Care contracts are not available for all products and for all territories.

For DFT Versa sound digitization solutions we only offer DFT Pro Care SLAs.

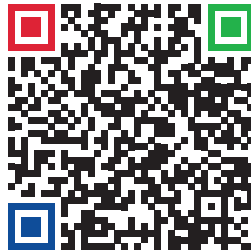
## **Contact us**

If you would like to find out more about our SLAs, contact our Global SLA Manager on email [technicalsupport@dft-film.com](mailto:technicalsupport@dft-film.com) or telephone +44 7802 921653



DESCRIPTION OF SERVICE	DFT TOTAL CARE*	DFT PREMIUM CARE	DFT PRO CARE	WARRANTY
Waiver Of Repair Costs In Factory	•	•	•	•
Waiver Of Pre Payment	•	•	•	•
24x7 Telephone Support	•	•	•	
9x5 Telephone Support				•
On-Site Hours Included	•	•		
1 x Preventative Maintenance Visit	•	•		
Remote Diagnosis	•	•	•	•
Software Maintenance (bugfixes)	•	•	•	•
Software Upgrades	•	•		
Spare Parts covered by Advanced Exchange	•	•	•	
Long Term Product Support	•	•	•	
Access To Local SLA Stock	•	•	•	
Travel Time Included	•			
Travel Expenses Included	•			
All Consumables/Wear Parts Included	•			
30% Discount on Consumables/Wear-Parts		•		
30% Discount Training	•	•		
Shipment Of Spare Parts Under DDP	•			
Shipment Of Spare Parts Under DAP		•		•
Shipment Of Spare Parts Under CIP			•	

\*not available for all products and for all territories, please consult DFT sales representative



[www.dft-film.com](http://www.dft-film.com)



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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.