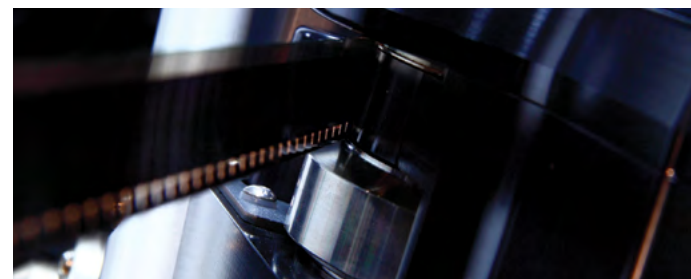
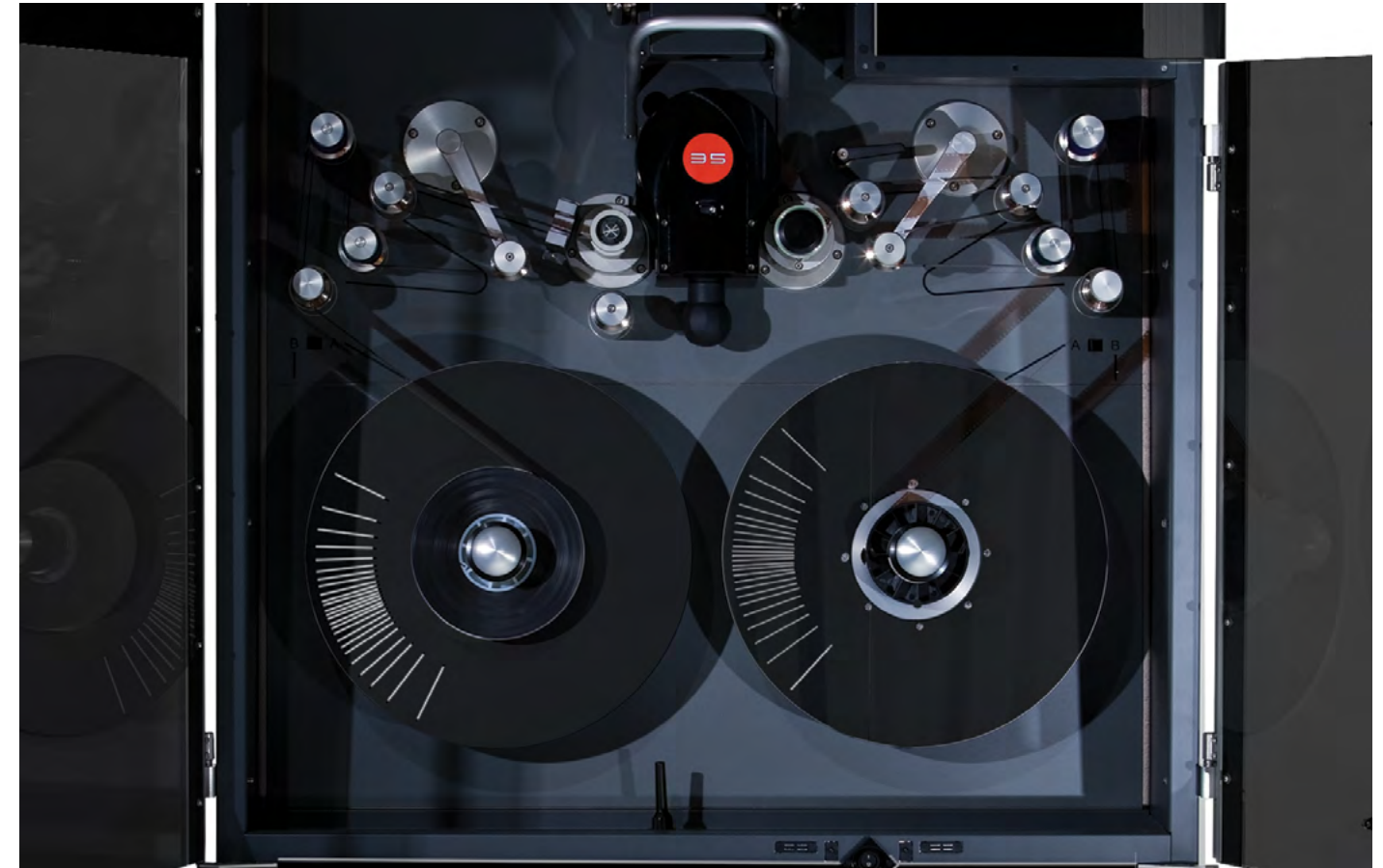
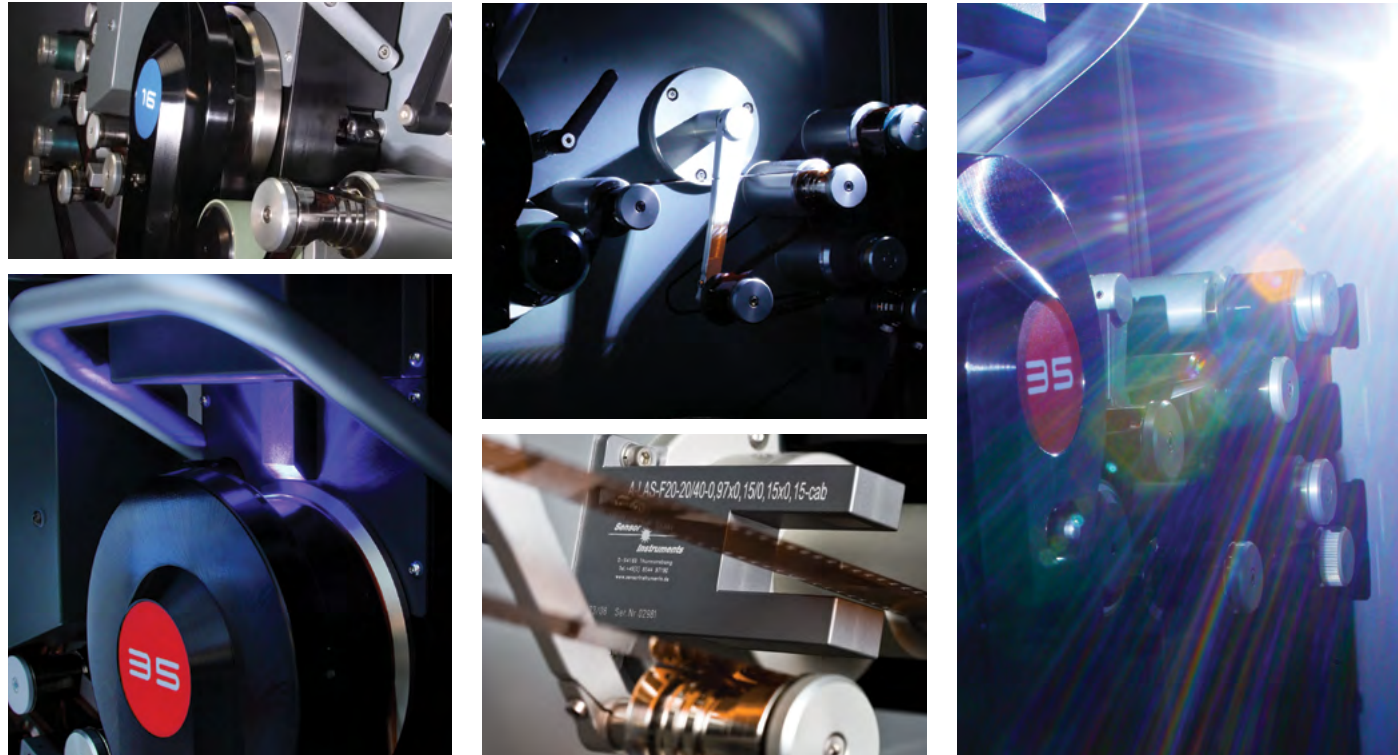


digital film technology

**pro care**

service level agreements





## digital film technology pro care

DFT Digital Film Technology Technical Support Services provide you with the support to help you keep your equipment and technology running smoothly, providing you with peace of mind.

A DFT Digital Film Technology ProCare Support Agreement provides high quality global support and expertise to help ensure that your equipment operates at optimum performance. A ProCare Support Agreement will provide you with a vast

range of technical support services whenever and wherever you need them.

With strategically placed global support teams you can be assured that your support needs will be addressed quickly and efficiently, ensuring you can get on with doing what you do best and leaving us to do what we do best – caring for your equipment.





### ProCare Support Agreements

A ProCare Support Agreement provides you with more than just technical support when an issue arises. You will be supported by someone with industry and technology expertise as well as someone who understands your specific requirements. 24 x 365 priority telephone support from factory trained personnel provide assurance, and dedicated spare parts stocks ensures that your equipment will be repaired in the shortest possible timeframe, minimizing lost revenue.

### Key Benefits to ProCare

- 24 x 7 telephone support
- Dedicated spares stocks
- Advanced exchange of spares
- Budgeted support costs
- No shipping costs
- 

### ProCare Support Agreements are available for:

- SCANITY
- Spirit 4K / 2K / HD
- Classic Spirit
- Shadow
- Phantom II

### Why purchase a DFT Support Agreement?

- A DFT Support Agreement is the most effective way of ensuring your equipment operates at optimum performance, providing you peace of mind
- With strategically located global support teams, DFT ensure a rapid response wherever and whenever it's required
- On-site services and 24x365 priority telephone support from factory trained personnel provide assurance that your equipment will be repaired in the shortest possible timeframe, minimizing lost revenue
- DFT use only factory certified spare parts that can be relied upon when needed and supplied on an advanced exchange basis from a local stockholding. The quickest way to get you up and running
- A Support Agreement provides budget and cost control, ensuring no unexpected repair bills, call-out charges, spares parts costs, delivery and shipment payments or local import duties and taxes
- Long term product support and relationships with DFT, a company that understands and cares about your requirements and also your customer's needs

### Unparalleled Engineering and Quality

The DFT Digital Film Technology engineering, research and development, sales and support team is known for their excellence in technology, design, quality, and customer service with products such as the SCANITY™ Film Scanner, Spirit DataCine and Scanner family, Shadow telecine, Bones and Bones Dailies software solutions, Scream Plus grain manager, as well as the LUTher color space converter.

### Technical Support Services & Training

The DFT Digital Film Technology Technical Support Services & Training team offers complete service solutions that enhance your return on DFT products and global system solutions.

Advanced training and proactive support reduce down time, and keep your equipment and staff performing at optimum productivity.

The pre-packaged suite of DFT Services provides support throughout the entire process:

- Commissioning support
- On-site repair and maintenance services
- Hotline 24 hours a day, 7 days a week
- Comprehensive software and hardware support

- Advanced exchange hardware support
  - Hands-on training classes
- The worldwide, experienced DFT Digital Film Technology Technical Support Services & Training experts can assist you with customized solutions.
- For more information please contact your authorized DFT representative or visit us at [www.dft-film.com](http://www.dft-film.com)



[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

