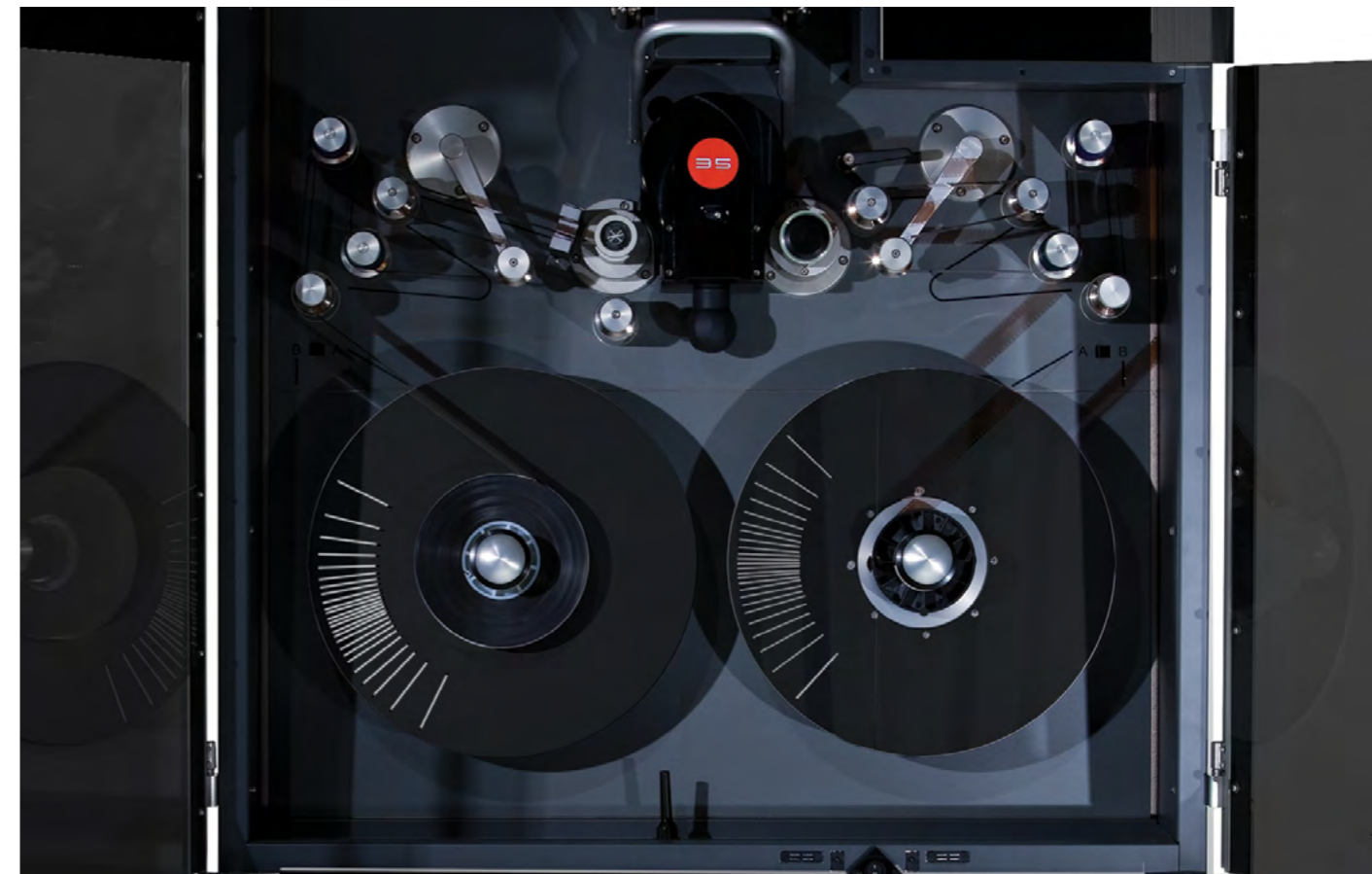
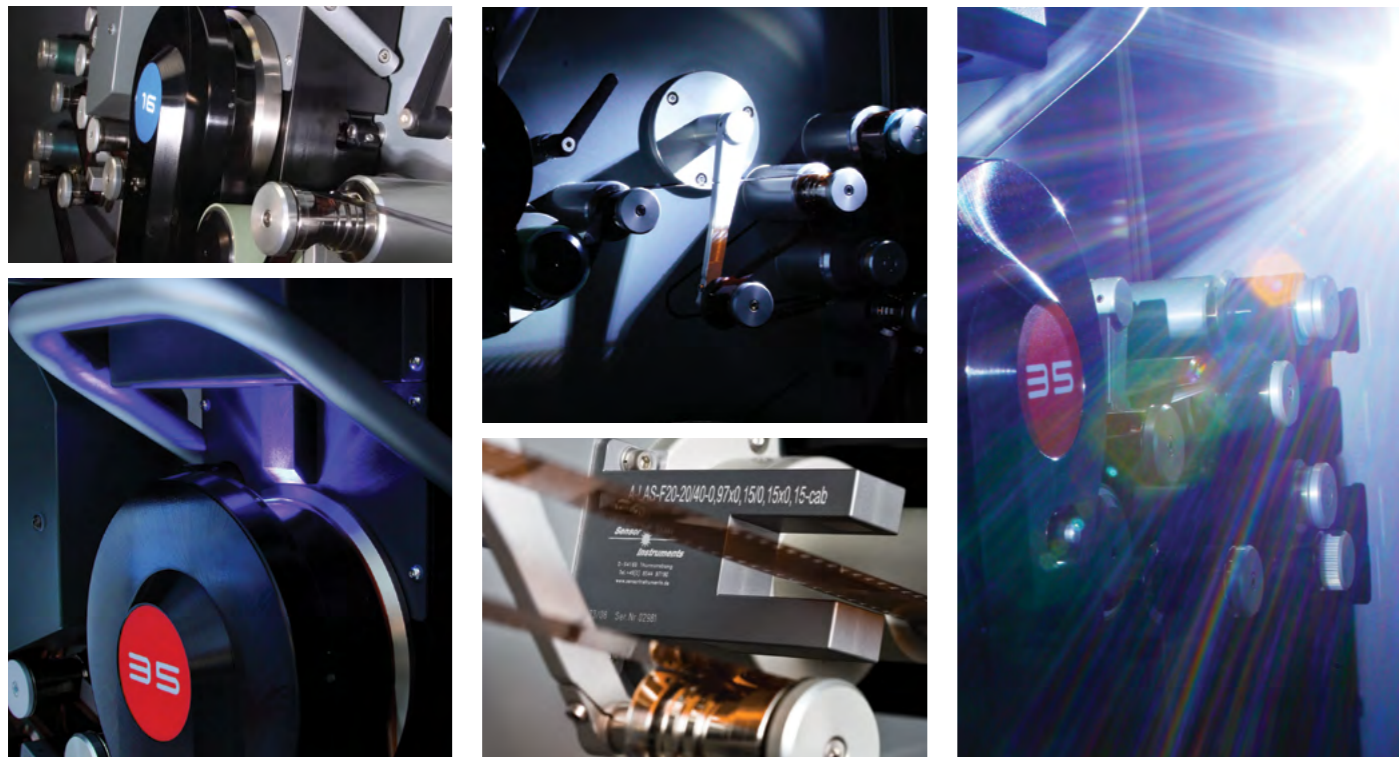


digital film technology

total care service level agreements





digital film technology total care

A Total Care Support Agreement from dft ensures high-performance operation with a fixed budget. Inclusive Preventive Maintenance extends the useful product life by identifying potential issues with performance and environmental conditions before they result in failures when you least want them. Total Care provides you total peace of mind, with the knowledge that your equipment is running at

maximum efficiency. Total Care Support, as well as allowing you to concentrate on your core capabilities, by utilizing dft Technical Support to diagnose problems and supply advanced exchanges of spare parts from dedicated stocks, also ensures total budget control. The support process minimizes downtime and improves productivity whilst, at the same time, allowing you to fix costs and accurately budget for support.



TotalCare Support Agreements

A Total Care 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.

Onsite services and 24 x 365 priority telephone support from factory trained personnel provide assurance that your equipment will be repaired in the shortest possible timeframe, minimizing lost revenue.

Key Benefits to TotalCare

- Key Benefits of Total Care
- On-site support and preventive maintenance
- 24 x 7 telephone support
- Dedicated spares stocks
- Advanced exchange of spares
- Budgeted support costs
- No shipping or import duty costs
- Consumables included
- No travel or expenses costs
-

TotalCare 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



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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

