



EN



SAFEGUARD-PRO **service contracts**

Laser projection systems

Simply
Precise



Customer satisfaction is our first priority

Service that goes beyond

Maximum availability of your production capacity is our highest priority. To reach this objective we evaluate the performance of all components and ensure your system will be up to date.

SAFEGUARD-PRO is our solution for professional maintenance and support of your systems from one source. Preventive actions and system care as well as immediate support in case of malfunction assure optimum availability of your operating equipment.

To give you peace of mind, we have created 3 different service packages

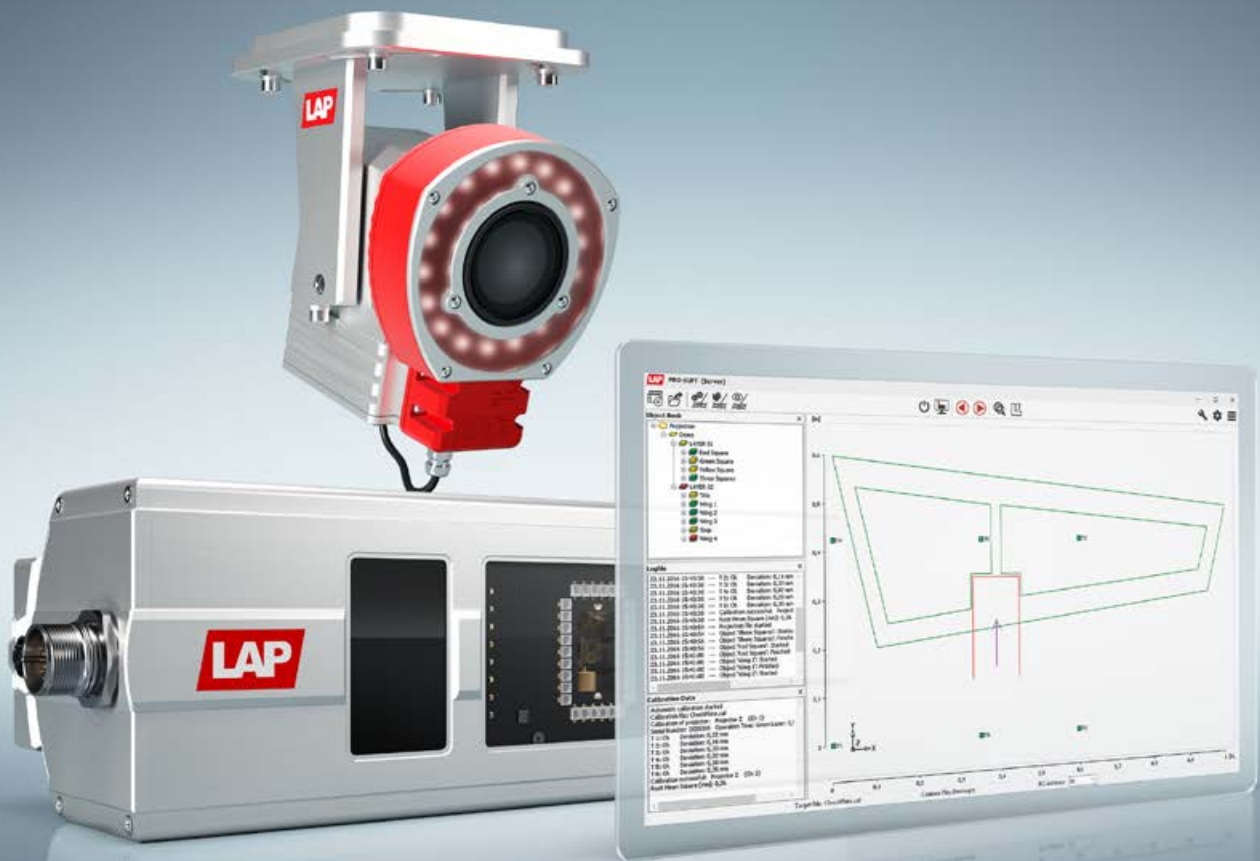
for our laser projection systems – exactly tailored to your needs: Basic, Enhanced and Premium. By signing up for this service we will help you safeguard your investments over a long term.

Your benefits:

- Higher system performance
- Fully trained operators
- Greater planning security
- Special price conditions for services, maintenance and spare parts

Our services cover the complete process

- Preventive maintenance
- Troubleshooting
- Repairs
- Software updates
- Training
- System optimization



We secure the smooth operation of your laser projection systems and keep your software up to date.

Three contract options – tailored to your needs

Service packages

SAFEGUARD-PRO is available with three different contract options that fit to your needs. Opt for one of our service packages – Basic, Enhanced and Premium – and benefit from special price conditions. Our offers range from discounts for spare parts and additional services through to premium agreements.

All options include one annual inspection on site with services in accordance with the contract option and selected additional services.

The annual fee is based on the number of projectors and systems included in the contract and calculated according to the contract option, selected additional services and contract duration.

Note: SAFEGUARD-PRO is offered for systems with an original price of more than 50,000 EUR. The service contract is available anytime within 5 years of system commissioning. Without additional costs. For older systems SAFEGUARD-PRO is available after a general overhaul.

Includes
Basic

Includes
Enhanced

Basic

Availability and communication

Phone/video support during office time

On-site assessment

System inspection on site 1x p.a.

Training

Refresher training during on-site inspection

Maintenance

Visual and function check

Measurement and testing

Check of laser power and calibration

Documentation

Inspection report

Enhanced

Cleansing

Industrial cleansing of all components

Software

System backup and software updates

Measurement and testing

Extended check and adjustment of all components

Spare parts

Rental device during repair free of charge

Premium

Availability and communication

24/5 remote and desktop support

Repairs and replacement

Repairs and exchange program included

Spare parts

Maintenance equipment included

Software

Software upgrade to most recent release

Training

Extended technical training and production monitoring for process optimization

Recommended for:

- For process with fully integrated projection system and fast workflow
- For systems inside and outside warranty

Recommended for:

- For process with fully integrated projection system and fast workflow
- No spare parts on site
- For systems inside and outside warranty

Recommended for:

- For process with fully integrated projection system and fast workflow
- No spare parts on site
- For systems outside warranty

Conditions:

- Allows for 12 month terms
- 3 % discount for terms of 36 months
- 8 % discount for terms of 60 months
- Can be signed for systems older than 5 years
- Additional services according to requirements
- Discount on spare parts and rental devices
- Discount on additional services
- Invoice following service on site

Conditions:

- Allows for 12 month terms
- 3 % discount for terms of 36 months
- 8 % discount for terms of 60 months
- Can be signed for systems older than 5 years
- Additional services according to requirements
- Discount on spare parts
- Discount on additional services
- Invoice following service on site

Conditions:

- For a minimum of 36 month terms available
- 8 % discount for terms of 60 months
- 50 % discount during warranty
- Cannot be signed for systems older than 5 years
- All services included
- All repair costs included
- Rental devices during repair included
- Discount on spare parts
- Invoice at the beginning of each contract year

We safeguard your systems

Planable. Calculable. Reliable.

Regular maintenance protects your investment goods by increasing system performance and reliability while reducing risk of failure. Our service contracts range from regular inspection to the complete cost coverage in case of malfunction. This affords you greater cost transparency and planning security.

Reliability

Regular maintenance achieves the highest level of failure safety and ensures maximum availability of your equipment.

Longevity

During routine maintenance, your equipment undergoes a thorough inspection. Wear and tear is repaired long before problems can arise.

Planability

We coordinate service calls and on-site visits in due time and take your planned shutdowns into account. This avoids downtime and ensures smooth operation.

Actuality

We install the latest update for products with software control. This keeps your device up to date and allows for improved remote maintenance if necessary.

Cost transparency

A service contract provides a clear overview of your costs at all times. This gives you economic planning security for the coming years.

Qualified specialists

Your systems will only be maintained by our specialists or our qualified partners worldwide.

Certificate for your quality management

For all checks and services done on site you will receive a certificate for your quality management.

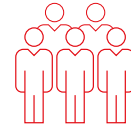


About us

LAP is one of the world's leading suppliers of systems that increase quality and efficiency through laser projection, laser measurement, and other processes. Every year, LAP supplies 15,000 units to customers in industries as diverse as radiation therapy, steel production, and composite processing. LAP employs 300 people at locations in Europe, America, and Asia.



90+
Partners



300
Employees



7
Locations



Quality

We work to uniform standards and with certified processes. For us, "Made in Germany" means the highest precision in manufacturing and quality inspection of each device. For our customers, this means planning and process certainty.

All our worldwide locations use a quality management system according to EN ISO 13485 or EN ISO 9001. Our products have all the necessary approvals and registrations almost everywhere in the world.

Service

We ensure the maximum availability of your equipment so you can concentrate on your core process. Wherever you need us, our certified service technicians are quickly on site in any time zone. We support you from installation and commissioning, through user training, up to maintenance, repair, or unit replacement.

Our efficient logistics ensure the fast availability of spare parts worldwide. For technical questions and support, our helpdesk is at your disposal by telephone, via e-mail, or remote diagnosis.



More about our
global QM system



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www.lap-laser.com/safeguard-pro