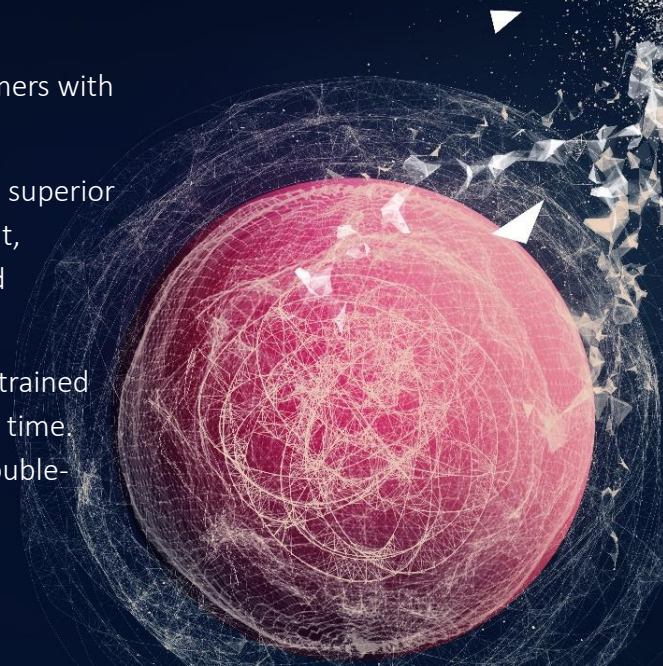


**Nova Plus™** is a service agreement designed for customers with high demands for uptime, quality and cost control.

This service agreement offers maintenance and training, superior support access and spare parts on demand with discount, extending the lifetime of your investment with sustained performance.

Nova Plus™ gives you prioritized access to ScandiNova's trained service and support technicians, saving both money and time. Remote connectivity in our modulators enables us to trouble-shoot your system online, further reducing downtime.



## Included in Nova Plus™

### Consumables

Once per year, at a time decided by the Contract Holder communicated to ScandiNova at least 1 month in advance, the consumable parts used for the annual Maintenance will be supplied to the site. The exchange of the consumable parts will be performed by ScandiNova at the time of the Maintenance Visit.

### Spare parts on demand

If Spare parts are needed, ScandiNova will supply the contract holder with those parts upon request with a 10% discount.

### Remote support 24/7

Access to ScandiNova's Support functions (remote desktop, telephone and e-mail) at extended office hours (00:00-24:00 CET, Mon-Sun, excluding Swedish national holidays). An on-call service engineer will respond to a support request within 1 hour during this time.

(Ordinary Support: Mon-Fri 09:00-16:00 CET).

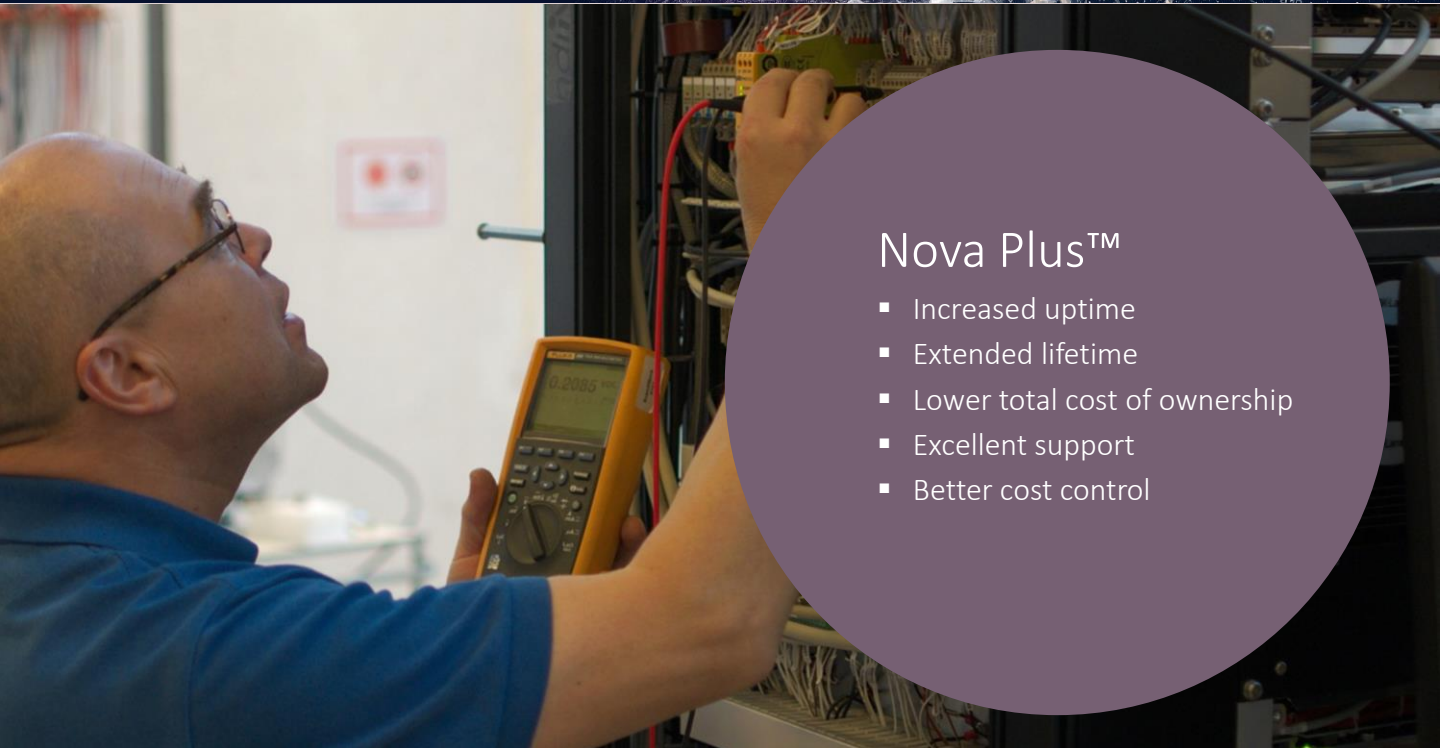
### Maintenance and Training

Maintenance program on-site 1 times/ year to be agreed by both the parties at suitable time. During the maintenance an overall checkup of the system and its components will be performed as well as replacement of consumables and preventive actions. Repairs and adjustments will be made provided the need arises from normal usage.

Training for your operators and maintenance staff, such as trainers, local engineers or end-users. Performed on site during maintenance or at the ScandiNova head office in Uppsala, Sweden, ensuring the best technical support and assistance.

### Emergency visits

Site service on-call in case of emergency breakdown of contracted equipment during the service agreement period. The ScandiNova service technician to leave office within 48 hours from the time of the Contract Holders emergency visit request. The costs for emergency service visits will be defined in the agreement.



## Nova Plus™

- Increased uptime
- Extended lifetime
- Lower total cost of ownership
- Excellent support
- Better cost control

### A comparison of the ScandiNova offers

ScandiNova is committed to providing the very finest products on the market. However, to ensure optimal performance for years to come and peace of mind in any situation we recommend one of our support packages.

Our tailored service solutions Nova, Nova Plus and Nova Premium are all designed to meet the highest support and service standards, with the aim of extending service life and maintaining the superior performance of your pulsed power system.

	Nova	Nova Plus	Nova Premium
Consumables	√	√	√
Spare parts	Discount 5%	Discount 10% In stock	At customer site
Remote Support	24/7 Respons time 3h	24/7 Respons time 1h	24/7 Respons time 1h
Maintenance and Training	-	1 times/year	2 times/year
Emergency visits	-	Start <48h, 24/7	Start <24h, 24/7

### Great for your operations and your business

A well-functioning system with sustained performance will minimize the downtime in your pulsed power system and reduce the risk of unwelcome repairs. This will reduce the total cost of ownership and improve your bottom line.

### Contact us

For more information about our service agreements, talk to your sales representative or visit [scandinovasystems.com](http://scandinovasystems.com)

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