

**Nova Premium™** is indeed a premium service agreement™, where we take full responsibility for service, maintenance and repairs, with prioritized support.

This is the perfect choice for applications where high uptime, consistent product quality and cost control are crucial. We make sure that your system is always in top condition, so that you can focus on your core business. Remote connectivity in our modulators enables us to troubleshoot online, saving both time and cost. This is a prerequisite for signing a Premium Agreement.



## Included in the agreement

### 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 biannual Maintenance visits 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 site

To maximize up-time, ScandiNova will supply the contract holder with necessary spare parts to be stored at site. The costs for the spare part kit will be defined in the agreement.

### 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 2 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 24 hours from the time of the Contract Holders emergency visit request. The costs for emergency service visits will be defined in the agreement.



## Nova Premium™

- Maximum uptime
- Your system is always in top condition
- Lower total cost of ownership
- Predictable costs for years to come
- Prioritized support

### 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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