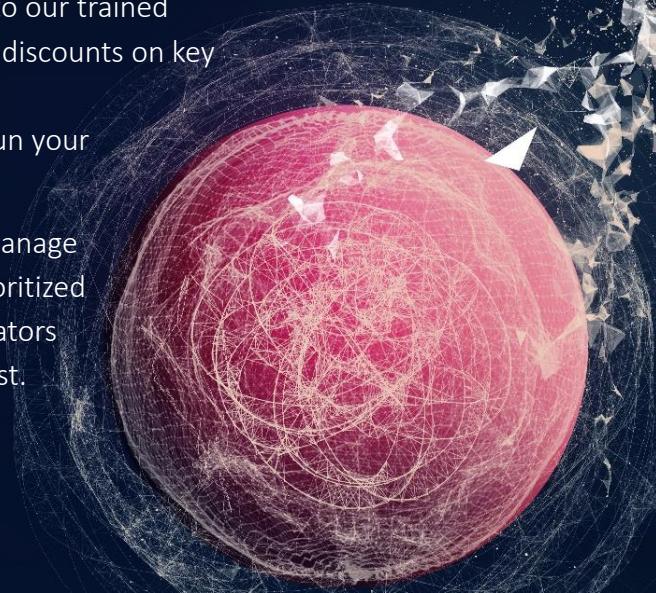


## A service offer for your pulsed power system

**Nova™** is our basic service agreement, securing access to our trained service experts when unforeseen issues occur, as well as discounts on key spare parts. Consumables are also included, to extend the lifetime of your pulsed power system and help you run your business without unwelcome repair costs.

This service agreement is designed for customers who manage their own maintenance, but still want the security of prioritized help when necessary. Remote connectivity in our modulators enables online troubleshooting, saving both time and cost.



### Included in Nova™

#### Consumables

Consumable parts used for annual maintenance of your pulsed power system will be supplied and delivered to your site once a year. Replacement of consumables will be performed by the Contract Holder.

#### Spare parts

If Spare parts are needed, ScandiNova will supply the contract holder with those parts with a 5% discount.

#### Remote support

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 3 hours during this time.

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

*May vary depending on model. All details and conditions are specified in the contract.*

### 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 decrease 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)

Phone Head Office: + 46 18 480 59 00  
[info@scandinovasystems.com](mailto:info@scandinovasystems.com)



## Nova™

- Increased convenience
- Extended lifetime
- Improved uptime
- Faster 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

*May vary depending on model. All details and conditions are specified in the contract.*