



Nova Premium



Nova Plus



Nova



Repair agreement



No Agreement



	Nova Premium	Nova Plus	Nova	Repair agreement	No Agreement
Repairs included	Yes	Yes	No	Repairs included	No
On-Call 24/7	Yes	Yes	Yes	NA	No (8-5 CET)
Response time	2 h	4 h	8 h	NA	Best effort
Remote support (unlimited hours)	Yes	Yes	Yes (limited hours)	NA	Best effort
Emergency visits included	Yes	Yes	No	NA	No
Start travel (emergency visit)	24 h	48 h	5 WD	NA	Best effort
Preventive Maintenance included	Yes, 2 / year Training incl. 2 / year	Yes, 1 / year Training incl. 1 / year	No	NA	No (quoted on request)
Consumables included	Yes	Yes	No	NA	No (on order)
Spare parts	Spare part kit at customer site	Delivery from stock: -10%	On order: -5%	On order: -5%	On order, no discount