

## **SICK After Hours Service Program Information**

Contact your SICK Sales Representative or Customer Service for pricing.

The SICK After Hours Service Support Program is designed to provide customers with mission critical applications phone support during non-business hours (after 5pm CDT). The support is intended for emergency support needs ONLY. Routine technical and applications support is available through 800-325-SICK during normal business hours. Customers who opt for the After Hours Support Program will have access to SICK's call center where they will be immediately patched to an on-call Field Service Engineer. All efforts will be exhausted to diagnose and resolve product and application-related problems remotely before escalating response to an on-site visit. Normal on-site rates will apply if on-site problem resolution is required.

### **Program benefits:**

- Dedicated emergency support after standard hours
- Telephone and remote assistance provided via a centralized field support center
- Priority on-site dispatch if not resolved over the phone\*
- SICK Technicians on call, providing technical product expertise
- Minimum system downtime with 100% resolution commitment

### **Criteria**

- After Hours support is provided for mission critical applications during non-business hours ONLY
- A signed agreement is required to have access to the phone center support and FSE resources
- Eligible products include CLV, OPS, VMS, ICR890

### **Restrictions/caveats**

- All support will be provided initially via telephone
- Escalation will be done only if both SICK and the customer agree that all efforts to resolve the problem have been exhausted remotely
- Response time guarantee is 48 hours from time that it is determined remote resolution is not feasible.
- 24 hour response time can't be guaranteed...although SICK will always respond on a "next available" basis to ensure response is as soon as possible.
- In dire emergency situations where it is necessary to pull an Field Service Engineer from an existing customer site to respond to an application crisis, a per-incident charge may be added.
- In cases where response is escalated to on-site service, prevailing on-site service rates will apply.

### **Quoting procedure**

- Program rates are determined by product classification, quantity and application complexity
- Quotes are based per facility
- Network-wide coverage can be provided and is based on the consolidated individual facility profiles.