TARGET APPLICATION AREAS
Uptime for any mission critical system is key, whether it is a conventional SDI system, or a fully IP-based infrastructure. As production technology continually evolves and advances, a full system solution approach encompasses more than just individual standalone products, where knowledge and the close collaboration with the solution provider is a must. In the SDI world, you could follow the cable down the signal path and find the cause of the issue that way. In the IP world, troubleshooting is complex and time consuming, requiring deep technical knowledge and analysis to quickly identify and fix the issue.

IT professionals typically pay for an Switch fabric SLA to maximize uptime. Broadcast Media and Entertainment infrastructures are moving more and more into the IP space and our industry’s uptime requirements are no different than the IT industry, where SLAs are standard. An SLA is the proactive downtime prevention and reactive insurance that maximizes uptime and recognizes the increased need for support of the media and entertainment eco-system as the underlying technologies transition to IP.
SLA Enhanced Services Program

Program Elements/Overview

PREVENTIVE ACTIONS
Pro-active health-checks identify issues and propose preventive actions before they cause an incident. Included Service days can be used for this preventive action and to provide training and education for engineering, maintenance, and operations staff.

FUTURE-PROOF INVESTMENT
Software is always evolving and offers the latest enhancements to ensure continued compliance with industry standards and best practices. Lawo’s SLA coverage ensures access to the latest bug fixes and features within the purchased licenses. When combined with Lawo’s Extended Hardware Warranty, our SLA delivers complete coverage and the ultimate level of protection for your investment.

INSURANCE
When systems are in constant 24/7/365 use, even the best preventive action cannot avoid the inevitable. If any incident has a mission-critical impact on the ON AIR operation of the system, we offer help to our SLA customers 24/7/365. The message here is: “We are there for you - at any time!”

EXPERTISE
Broadcast systems are getting more complex and therefore more difficult to maintain. Think of us as an extension of your engineering team, ready and willing to work hand-in-hand to trouble-shoot issues, schedule preventive actions and provide on-going training through both personal interaction and remote diagnostic capabilities.

KEY PRODUCT FEATURES OF GOLD AND PLATINUM SLAs
- Prevention: Identify and prevent problems before they impact your uptime.
- Reaction Time: When problems occur – shorten the time to resolution (spares, 24/7, queue priority)
- Service Time: Included service days for updates, system health checks, etc.
- Support: Access to Lawo product specialists
SLA Enhanced Services Program

Choose the program that best suits your needs

SILVER
This is like a warranty extension for the software. It is the right product for all small to medium (mainly software) installations with no 24/7 operation and where support during office hours is sufficient. This coverage level is ideal for those with a limited number of Lawo hardware products who always want the latest features and bug fixes within the purchased license, delivering maximum cost control.

GOLD
Our “bread and butter” SLA. This is the entry SLA with the full featured service, covering the preventive part (incl. service hours, foc software updates and upgrades, discount on additional services), as well as the “insurance” part (advanced loaners, 24/7 hotline). Interesting for mid and large size installations. This customers runs its service 24/7 or mainly out of office hours. Mainly 24/7 and software driven, spare parts are being provided within 10 business days.

PLATINUM
Similar to GOLD, but with a higher proportion of mission critical hardware. Advanced loaners are being shipped the same business day (if reported before 2pm CET on business days). Especially for larger installations, this SLA is our most comprehensive offering.

EXTENDED HARDWARE WARRANTY
Keep all Lawo hardware under warranty protection by extending Lawo’s Limited Warranty coverage for additional years. When combined with an SLA, this gives the best overall protection and cost control for updates and maintenance of an entire facility.
# CARE4 – SLA FEATURE OVERVIEW

Below please find the SLA plans currently available from Lawo. Feel free to select the offering that best matches your specific business needs. Do not hesitate to ask your Lawo contact for details and pricing.

<table>
<thead>
<tr>
<th>Features</th>
<th>Platinum</th>
<th>Gold</th>
<th>Silver</th>
<th>Extended Warranty* (up to product age of 7 years)</th>
</tr>
</thead>
<tbody>
<tr>
<td>24/7 Hotline</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Spares Shipping</td>
<td>Same business day¹</td>
<td>Within 10 business days</td>
<td>As available</td>
<td>As available</td>
</tr>
<tr>
<td>Advance Loaner FOC</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Charged Spare Rental</td>
<td>—</td>
<td>—</td>
<td>Yes²</td>
<td>Yes²</td>
</tr>
<tr>
<td>Spares FOC Shipping³</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Repair Services/Spare Cost</td>
<td>Charged</td>
<td>Charged</td>
<td>Covered</td>
<td></td>
</tr>
<tr>
<td>FOC SW Updates, Upgrades, Patches, Fixes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>N/A</td>
</tr>
<tr>
<td>Included Service Days¹⁵</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Additional Service Days Discount</td>
<td>30%</td>
<td>20%</td>
<td>10%</td>
<td>N/A</td>
</tr>
<tr>
<td>Severity 1, 2 Response Time</td>
<td>1 hr.</td>
<td>1 hr.</td>
<td>1 hr.⁶</td>
<td>N/A</td>
</tr>
<tr>
<td>Severity 3 Response Time</td>
<td>1 Business Day</td>
<td>1 Business Day</td>
<td>1 Business Day</td>
<td>N/A</td>
</tr>
<tr>
<td>Severity 4 Response Time</td>
<td>2 Business Days</td>
<td>2 Business Days</td>
<td>2 Business Days</td>
<td>N/A</td>
</tr>
</tbody>
</table>

¹ - Depending on courier’s response time.  
² - While spares are available from stock.  
³ - FOC shipping to EU and NA destinations only. ROW customers shall bear incurred taxes and duties.  
⁴ - Service days calculated based on product sales volume. Platinum receives maximum days.  
⁵ - Excluding travel and accommodation expenses.  
⁶ - During business hours only – Rastatt, Germany.

(*) The extended warranty is subject to the same general terms and conditions as our standard warranty. The following are excluded from the extended warranty: OLED displays (all kinds), motorized faders, unmotorized faders (crystal control surface), Encoders (ruby, crystal MKII, sapphire), rotary encoders (crystal MKII), batteries, fans, Compact Flash and MicroSD cards, TFT displays (up to 7"), motorized joystick, backlight RGB-LEDs and optical encoders (ENC), SD card modules and SD cards (SNAP), LED bargraph (LTC), matrix LEDs and Tally strip LEDs (UMDs), LED switches (FOC), PSU’s, encoder modules and buttons – NKK and E3 LCD buttons (LBP), aluminum encoder knobs (LBP and ENC), backlight RGB-LEDs and optical encoders (ENC), SD card modules and SD cards (SNAP). OLED display module und MEC button module (SmartHub), Phoenix 8 PIN connector (SPI, GPIO, GPIO interfaces), LED bargraph (LTC), matrix LEDs and Tally strip LEDs (UMDs), red and green LEDs, paper and plastic sticker (FPPF). For a detailed list, feel free to contact us.

Third-party products supplied as part of an overall system, or connected to the system by the customer, are also excluded from the extended warranty. Such items may include, but are not limited to, IT products such as PCs, network switches or servers.