

TruServices:

## Service agreements



### 48 Hour Guarantee!

In case of a machine down, we promise to be with you in two days or less.

#### Less Cost

Each of the four agreements include discounts and credits.

#### More Uptime

State-of-the-art remote diagnostics, preventative maintenance, and certified technicians ensure your machine stays up and running.

#### Higher Resale Value

Machines in good condition that are regularly maintained using original TRUMPF parts run smoother and have an increased resale value.

## The right coverage matters: Choose the plan for your machine.

Example: TruLaser 3030	Estimated Value	Warranty*	Ext. Warranty*	Basic	Standard	Premium	Premium Plus
Phone support (3-4h support)	\$750	24/7 Free Phone Support					
Consumable discount	\$2,000		1 PM visit	5%	10% Consumables Discount		
10% Replacement part discount	\$2,000			10% Replacement Parts Discount			
10% Training discount	up to \$750			10% Training Discount on courses pertaining to the technology			
2 PM sessions, \$4,500 each	\$9,000			2 PM visits a year			
ART glasses and sessions	\$2,200			Included in any agreement (remove \$2,000 if you opt out of ART)			
10 days/3 missions onsite labor	\$15,000			3 Missions (not to exceed 10 days)			
Replacement Part allowance	\$50,000			\$50k Parts allowance			

### Agreements backed by our 48 Hour Guarantee

For any a STANDARD, PREMIUM or PREMIUM PLUS Agreement, we Guarantee to be onsite of a down TruLaser, TruPunch or TruBend within 48 hours of that mission being created. We promise our best service, now let's guarantee it!

#### BASIC: Higher machine availability

The BASIC agreement offers unlimited phone support as well as discounts on Consumables and Tooling.

#### STANDARD: Preventative maintenance plan

The STANDARD agreement is the right choice to maintain your equipment with our certified technicians to optimize running time.

#### PREMIUM: Preventative maintenance and repair

The PREMIUM agreement includes a preventative maintenance plan as well as additional onsite support.

#### PREMIUM PLUS: Full service package

The PREMIUM PLUS agreement ensures superior machine operation and includes a significant replacement parts allowance.



Smart Glasses and ART are now included in our Standard, Premium and Premium+ service agreements.

TRUMPF Inc.

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