

Service Level Data Sheet



LOWENCO A/S
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Contact person: Morten Holbech, After Sales Manager

Date: 2023

Service Level Agreement:

	Total Safety & Security	Assistance	Basic
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Service included:

Fee Schedule	Monthly	Annual	Annual
Local factory trained technician	Included	No	No
Onsite Service Support within hours	24 hours	48 hours	5 days
Hourly rate for service repair labor	No	Yes	Yes
Annual inspection	Included	Included	Included
Half yearly inspection	Included	Included	Included
Spare Service parts	Included	Included	No
Accommodation	Included	Included	Included
Travel Expense	Included	Included	No
Waiting Time	Included	150 Euro/Hour	150 Euro/Hour
Refrigerant	Included	No	No
Remote Predictive Diagnosis (Monthly)	Included	Included	No (hourly)
Service support (call forward) after 4pm CET	Included	Included	Included

Service Priority:

	Response time		
High	24 hours	48 hours	5 days
Medium	72 hours	48 hours	5 days
Low	5 days	5 days	5 days