

EXTENDED WARRANTY PLANS 2024



	SILVER	GOLD	PLATINUM
Free software updates	✓	✓	✓
Free webinars and online training	✓	✓	✓
Unlimited Phone/Email support	✓	✓	✓
Repairs at MSE	✓ ⁽¹⁾	✓ ⁽¹⁾	✓ ⁽¹⁾
Preventative maintenance at Customer site	✓ ⁽²⁾	✓	✓
Repairs at Customer site		up to 2 visits a year ⁽³⁾	✓
Loaner Unit Upon Availability	*	*	✓ ⁽⁴⁾



Extended warranty plans 2024. Internal use only

- (1) shipping costs covered by MSE
- (2) once a year since year 2 . No spare parts included.
- (3) including 1 on-site preventive maintenace visit
- (4) Loaner unit with compareable characteristics shall be provided if available, max. 1x per year

- 1. Silver plan is available at price of 7% from a simulator cost
- 2. Golden plan is available at price of 10% of the simulator cost
- 3. Platinum plan is available at price of 15% of the simulator price

*Loaner unit service can be added to silver/gold plan at price of 500 EUR a month.