



# SERVICE LEVEL AGREEMENTS

5000series, ETONingenious

Our most important asset is our customers. We want to ensure that you can minimize disruptions in production. This is a foundation for your future ability to grow. To ensure that you have the optimum level of support for your particular requirements we have developed the **Service Level Agreement (SLA)** program specifically designed for the **Eton 5000 Series**.

The program is divided into three levels so you can choose your optimal fit. Our goal is to create greater profitability and competitiveness for you.

**With a SLA you can be sure that help is available when you need it.** Our support team stands ready to provide you with assistance, support, and training. We want you to feel that you get the most out of your Eton System. With a close cooperation we are certain you will experience how your efficiency, profitability and competitiveness will improve. **Together, we go Above and Beyond.**



# FIND YOUR OPTIMAL SUPPORT LEVEL

		SERVICE INCLUDED								
		E-mail and Telephone Support (During CET Working Hours)	Remote Support (During CET Working Hours)	Annual Software License and Updates	Remote System Performance Check Up	Discounted Spare Parts (%)	Annual Onsite Inspection and Performance Check	On Site Breakdown Response	Training and Education	24/7 Telephone and Remote Support
Service Level	L1	Yes	Yes	Yes	No	No	No	No	No	No
	L2	Yes	Yes	Yes	Yes	10 %	Yes	No	No	No
	L3	Yes	Yes	Yes	Yes	20 %	Yes	Yes	Yes	No
	24/7 support	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Yes

The SLA is divided into three levels as displayed above. The services included are packaged to make sure that you can find a suitable program for your particular requirements. With the L1, L2, and L3 programs you also have the annual software license included.

The **24/7 support** is important for businesses with high requirements on deliverability. Many of the service requests our Support team receive are resolved quickly within the software. With the 24/7 support option you will have access to our support staff around the clock.



### **E-MAIL, TELEPHONE AND REMOTE SUPPORT<sup>1</sup>**

The Eton Systems support team is available via e-mail, telephone and digital remote support during standard working hours<sup>2</sup>. This does not include public holidays, Christmas and new year's holidays.

### **SOFTWARE UPDATES**

Eton Systems provides you with software updates within the same software generation. This includes installation and running of the software update.

<sup>1</sup>Maximum of 20 (twenty) support requests per year.

<sup>2</sup>Monday – Friday, 08:00–16:30 CET (GMT+1) vs EST for Eton Systems Inc customers



### **E-MAIL, TELEPHONE AND REMOTE SUPPORT<sup>1</sup>**

The Eton Systems support team is available via e-mail, telephone and digital remote support during standard working hours<sup>2</sup>. This does not include public holidays, Christmas and new year holidays.

### **SOFTWARE UPDATES**

Eton Systems provides you with software updates within the same software generation. This includes installation and running of the software update.

### **DISCOUNTED SPARE PARTS**

The L2 level SLA gives you a **10% discount** on spare parts for your Eton System.

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### **REMOTE SYSTEM PERFORMANCE CHECK UP**

Eton Systems Support team connects remotely to your system software and execute a performance check. You have the opportunity to have a performance check 2 times per year, on your request. All remote performance checks will occur during HQ (Sweden) business hours<sup>3</sup>.

### **ANNUAL ONSITE INSPECTION AND PERFORMANCE CHECK**

Eton Systems visit your facilities and perform a system inspection and performance check on your request. Training needs will be discussed at this time. After the visit a written report will be provided. If additional work\training is required as a result, such as fitting replacement parts the cost of parts, labor, travel and accommodation will be charged additionally to the customer.

<sup>1</sup> Maximum of 30 (thirty) support requests per year

<sup>2</sup> Monday – Friday, 08:00–16:30 CET (GSM+1) vs EST for Eton Systems Inc customers

<sup>3</sup> Monday – Friday, 08:00–16:30 CET (GSM+1)



### **E-MAIL, TELEPHONE and REMOTE SUPPORT<sup>1</sup>**

The Eton Systems support team is available via e-mail, telephone and digital remote support during standard working hours<sup>2</sup>. This does not include public holidays, Christmas and new year holidays.

### **SOFTWARE UPDATES**

Eton Systems provides you with software updates within the same software generation. This includes installation and running of the software update.

### **DISCOUNTED SPARE PARTS**

The L3 level SLA gives you a **20% discount** on spare parts for your Eton System.

### **REMOTE SYSTEM PERFORMANCE CHECK UP**

Eton Systems Support team connects remotely to your system software and execute a performance check. You have the opportunity to have a performance check 4 times per year, on your request. All remote performance checks will occur during HQ (Sweden) business hours.

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### **ANNUAL ONSITE INSPECTION AND PERFORMANCE CHECK**

Eton Systems visit your facilities and perform a system inspection and performance check on your request. Training needs be discussed at this time. After the visit a written report will be provided. If additional work\training is required as a result, such as fitting replacement parts the cost of parts, labor, travel and accommodation will be charged additionally to the customer.

Following the annual onsite inspection, Eton Systems will submit recommendations of preventive maintenance at discounted price.

### **ON SITE BREAKDOWN RESPONSE**

Eton Systems commits to make our best endeavors to have technicians on Site within three (3) Working Days of request for critical mechanical breakdown.

### **TRAINING AND EDUCATION**

Eton Systems offers an annual training and education session. In either software or hardware as per the customer's request. The session will be performed at the customer's site. Over a period of 2 days.

<sup>1</sup> Maximum of 30 (thirty) support requests per year

<sup>2</sup> Monday – Friday, 08:00–16:30 CET (GSM+1) vs EST for Eton Systems Inc customers





## THE ETON SYSTEM SUPPORT TEAM

Eton Systems are committed to long term success for all our customers. We want to be there and help you stay competitive in the long run. And we want to accomplish that by providing the best possible system solution, with the best possible support. We want to be your lifetime profitability partner.

### ARE YOU READY TO DISCUSS YOUR SLA?

Contact our support team to discuss the best solution for you!

[support@etonsystems.com](mailto:support@etonsystems.com)

or

[sparepartus@etonsystems.com](mailto:sparepartus@etonsystems.com) (North America)

ETON SYSTEMS AB  
Bergkantsgatan 8  
506 49 Borås  
Sweden  
Tel + 46 33 23 12 00  
[info@etonsystems.com](mailto:info@etonsystems.com)

ETON SYSTEMS INC  
5980 Unity Dr Ste E  
Norcross, GA 30092  
USA  
Tel (470) 856-9353  
[sparepartus@etonsystems.com](mailto:sparepartus@etonsystems.com)

# ETON SYSTEMS

*Above and beyond*