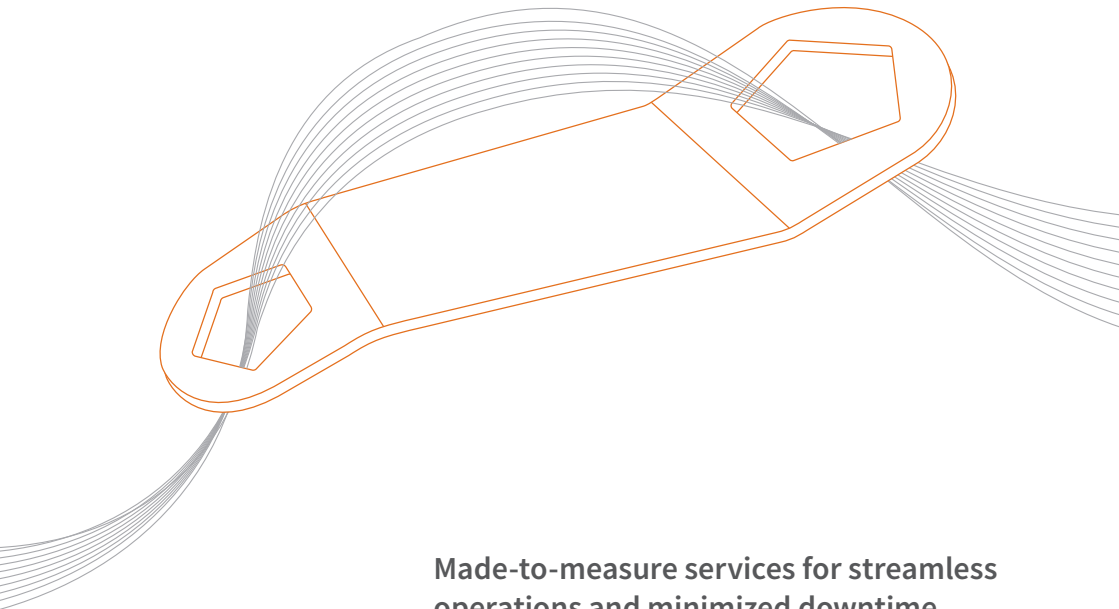


SERVICE AND SUPPORT

# JUST LEAVE IT TO US



Made-to-measure services for streamless  
operations and minimized downtime  
of your HMI systems



# ALL THE SERVICE YOU NEED

In the pharmaceutical industry, precision, reliability, and efficiency are essential. Our service plans for HMI systems and tablets in cleanroom environments ensure seamless operations, minimizing downtime and maximizing productivity.

Whether you choose our **BASIC** or **PREMIUM** plan, we offer expert support, fast response times, and cost-saving benefits tailored to your needs.

	<b>BASIC</b>	<b>PREMIUM</b>
<b>Flexibility and customization</b>	essential coverage affordable price	comprehensive coverage, faster response
<b>Budget</b>	limited amount of repairs included	unlimited repairs, maximum protection
<b>Response times</b>	response within 48 hours, on-site visit within 2 weeks	response within 24 hours, on-site visit within 3–5 days
<b>Preventive maintenance</b>	one health check	regular, preventative health checks
<b>Expert knowledge, industry experience</b>	✓	✓

# PLAN BREAKDOWN FOR HMI SYSTEMS



*PILOT with Keyboard NG*

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**Plan length**

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**Health visits per year**

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**Discount on additional visits**

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**Two-way shipment for repair  
at our service center**

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**On-site repairs of HMI systems**

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**Software support\*\***

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**Operator training**

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**Service response**

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**On-site visit response time**

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Our two-tier service concept provides flexible and cost-effective solutions to match your needs. Just choose between **BASIC** and **PREMIUM**.

## BASIC

## PREMIUM

12 months

12 months

1\*

2\*



25 % discount on travel  
and labor costs.

unlimited repairs



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within 48 hours of  
receipt of complaint

within 24 hours of  
receipt of complaint

on average 2 weeks

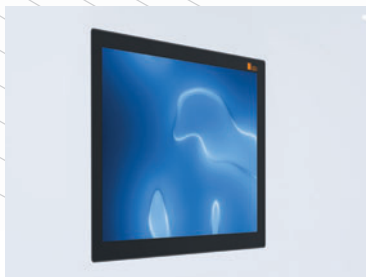
on average 3–5 business days

- \* Service contracts cover defects in materials and manufacturing. Any failures that occur due to customer error and mishandling are not covered.
- \*\* Upon customer request.
- \*\* 3rd party software and customer installed operating systems are not supported. Systec & Solutions is not responsible for data loss.

# PLAN BREAKDOWN FOR MODI, TABLETS, LSL



*TABLET with Apple iPad Pro*



*MODI*



*Life Science Label LSL*



## PREMIUM

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<b>Plan length</b>	12 months
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<b>Two-way shipment for repair at our service center</b>	
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<b>Software support**</b>	
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<b>Operator training</b>	
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<b>Service response</b>	within 24 hours within receipt of complaint
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<b>Service center replacement turn-around</b>	10–20 working days
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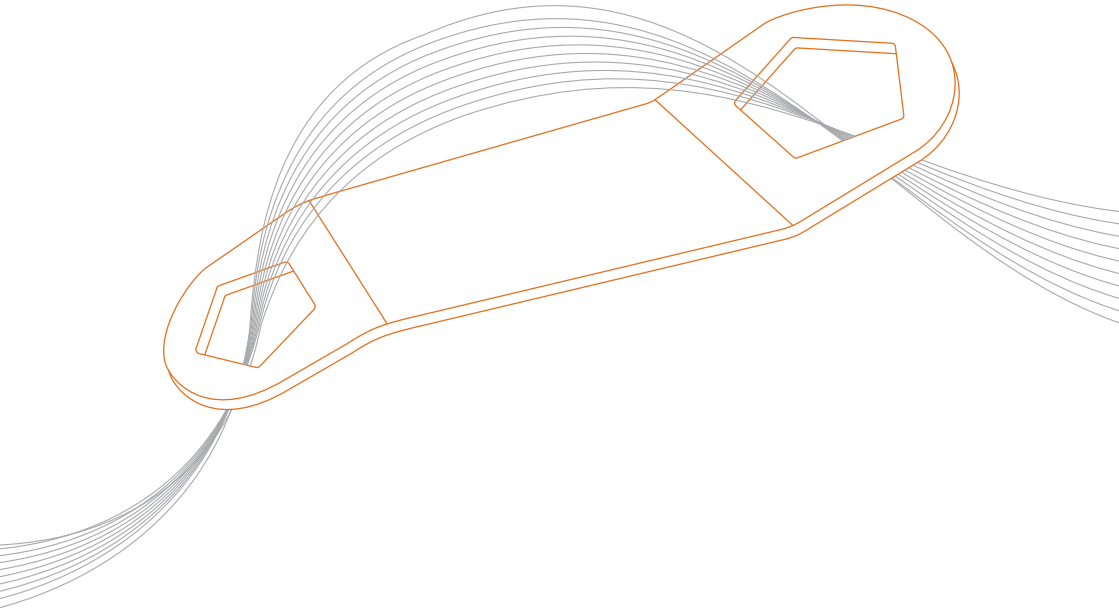
A combination of on-site service and remote support ensures quick and tailored solutions. The two-tier concept allows businesses to select the service level that best fits their needs – whether it's a cost-efficient plan or maximum security for critical operations – to stay LIFE SCIENCE READY.

Have questions? Feel free to contact us anytime!  
Call us at **(919) 800-1740** or email us  
at **[sales@systec-solutions.us](mailto:sales@systec-solutions.us)** (use QR code)



\*\*3rd party software and customer installed operating systems are not supported. Systec & Solutions is not responsible for data loss.

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SCIENCE  
READY®**