

CAJOCARE - SERVICE-LEVEL AGREEMENTS

PREVENTIVE MAINTENANCE SUPPORT

Preventive maintenance support is available for **Cajo Technologies** laser marking equipment and software. Cajo's service-level agreements guarantee up-to-date availability and functionality of the laser marking equipment and software.

There are three different service-levels from which to choose. There is no separate service-level agreement for the basic level. Separate contracts are available for CajoCare Standard and CajoCare Premium.

For customers without a separate service-level agreement, support and maintenance services, including periodic inspections, are charged according to the current price list. During the warranty period, remote support and technical assistance for the equipment are available via the help desk.

CajoCare Standard

The CajoCare Standard service-level includes software version updates and any other critical patches. With this level of service, we guarantee a response and solution delivery time within the given timeframe. You can find out more about the other benefits of this service-level in the Cajo service-level description table. CajoCare Standard is billed annually.

CajoCare Premium

The CajoCare Premium service-level includes the full-service package offered by Cajo, including the CajoSuite™ SLA. The service-level guarantees the fastest response and solution delivery time for the customer. Please refer to the service-level table for service content. Premium SLA is billed annually.



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CajoCare Services	CajoCare Premium	CajoCare Standard	No CajoCare	Description
Response time	1 business day	2 business days	Best effort	Guaranteed response time starts from the time a support ticket is entered into the customer portal.
Solution proposal	2 business days	3 business days	Best effort	Guaranteed response time on how to solve the issue.
Priority status	x	x	-	Customers with a SLA have always a priority status with first in first out order.
Remote support for Cajo Lasers	x	Only SW	x**	Requires Internet connection to the device. **In the absence of SLA, support is available during warranty period only. If the warranty has expired, invoicing is based on the current price list.
Service Desk ticketing system and support	x	- 50 %	x**	Requires Internet connection to the device. **In the absence of SLA, support is available during warranty period only. If the warranty has expired, invoicing is based on the current price list.
Maintenance instruction videos	x	x	x	Access to basic preventive maintenance instruction videos.
CajoSuite™ software updates	x	x	-	Software updates and hotfixes when available.
Configuration service	- 20 %	- 10 %	-	Discount from list prices. Software and other configuration work.
Spare parts for Cajo Laser	- 25 %	- 10 %	-	Discount from the available spare part stock.
Remote training	- 20 %	- 10 %	-	Discount from list prices. Additional guidance after training and commissioning.
Application consultation	Max. 5 h annually	-	-	Remote consultation with the customer on how to optimize the marking process, how to utilize parametrics, and how to operate and program the equipment.
CajoAcademy	x	x	x	Access to CajoAcademy.
Preventive maintenance check	x	- 10 %	-	Percentage-based discount on CajoCare preventive maintenance.
CAJOCARE CUSTOMIZED	We tailor the CajoCare service according to your needs.			

- The Cajo customer portal allows you to submit support requests to Cajo technical support 24/7.
- The portal allows you to communicate with Cajo technical support and track your support requests.

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