



Certified Service Packages

Highlights

- The all-inclusive approach to our service packages makes them a predictable expense for your organization
- A range of services are available:
 - > Installation and integration
 - > Next-business-day on-site service
 - > Preventive maintenance
 - > Extended warranties
 - > In-warranty and post-warranty repairs
 - > In-depth product training on site
 - > Equipment audit and health check
- Our certified service technicians can help you:
 - > Seamlessly integrate and deploy products, including integrating hardware, making proper adjustments and managing cables
 - > Prevent costly downtime
 - > Alleviate burdens on your internal resources
- Services packages available pre- and post-sale



Customer focused. Certified expert technicians.

From expert product installation and preventive maintenance to next-day on-site service, Ergotron offers a variety of service packages to meet your organization’s ongoing product support needs.



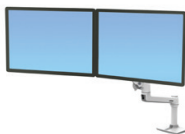
Ergotron certified service packages make life easier for all stakeholders and are designed to protect your investment by providing:

- Predictability:** No needless hassles or costly surprises
 - Reliability:** Assured optimal product performance; risk mitigation
 - Productivity:** Keep users up and running while alleviating burdens on IT
- Access to a network of certified technicians

For more information, contact servicesales@ergotron.com

Services are available for:

StyleView® medical carts and wall mounts • CareFit™ medical carts • LearnFit desks • Charging systems
WorkFit® sit-stand workstations • Desk and wall mount monitor arms Powered desks • Mobile workstations



Healthcare: Next-Business-Day Uplifted Services

Investing in Ergotron certified services makes life easier for all stakeholders: Caregivers, IT personnel, technicians and administrators.



Certified Service

Certified Service	NON-POWERED StyleView and CareFit medical carts StyleView wall mounts Mobile workstations		POWERED StyleView carts StyleView wall mounts		POWERED StyleView carts Imaging tables Powered desks Charging systems	
	WARRANTY Only	BRONZE Service Package	GOLD Service Package	PLATINUM Service Package		
Next-business-day, on-site technicians		✓	✓	✓		
Direct access to Ergotron Technical Support team*		✓	✓	✓		
Access to Ergotron Customer Care**	✓	✓	✓	✓		
Next-business-day, on-site parts		✓	✓	✓		
Ergotron-certified parts	✓	✓	✓	✓		
Ergotron-authorized technicians		✓	✓	✓		
Extended warranty for the entire term of uplifted service packages		✓	✓	✓		
StyleLink SKY cart management		✓	✓	✓		
StyleView battery replacement		N/A	✓	✓		
StyleView battery delivery and removal		N/A	✓	✓		
Equipment audit and health check		✓				
Preventive maintenance		✓				

* Certified technical support professionals work with you to troubleshoot product and installation issues, manage service contracts, handle dispatching and answer/resolve warranty questions and issues.

** Free 24/7 support in North America and support during country hours in English, Spanish, French, Dutch, Italian, Russian, German, Mandarin and Japanese. Real-time chat and email support available.



Cloud-based fleet management for StyleView® carts

- Secure, web-based software application that monitors and manages your fleet of StyleView carts
- Seamless and centralized fleet management provides comprehensive cart data to significantly reduce or eliminate cart downtime
- Monitoring helps improve battery life expectancy
- Provides real-time insight into usage patterns, drawer access, battery charge/life and more
- Easy to get, fast to implement



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