



ASTRA[®]

EXTENDED WARRANTY



QUICK ON-SITE SUPPORT
No need to send equipment in for repair; local technician arrives **on-site** within hours



SOFTWARE UPDATES
Extended warranty includes small changes and safety improvements



COST OF PARTS
Cost of parts included when maintenance is required



COST OF LABOR
Avoid hourly service fees from service visits

WITH EXTENDED WARRANTY

WITHOUT EXTENDED WARRANTY

PHONE SUPPORT

Monday - Friday
8:00am-4:00pm CDT, no holidays



ON-SITE SUPPORT

Monday - Friday
9:00am-5:00pm local time, no holidays



ON-SITE RESPONSE TIME

6 hours

Next Business Day*

COST OF PARTS



COST OF LABOR



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COST OF SOFTWARE UPDATES

Includes small changes and safety improvements. Does not include major software changes for increased capability.



*Response time of next business day applies during the first year manufacturer warranty. Response time of 6 hours begins with the purchase of an extended warranty.
**For customers that do not purchase an extended warranty, there is minimum one-hour billing. Service calls exceeding the minimum are billed in half hour increments. Hourly servicing rate is \$500 per hour. Per visit Service Fee is \$50. Example: 1.5-hour service call would cost \$800 (\$500 x 1.5 hours + \$50 Service Call Fee). Service call begins when technician arrives on-site.

ASTRA is automatically enrolled in complimentary warranty coverage for 1 year beginning upon unit delivery. Purchased extended warranties begin following the first year.