

# Airborne Customer Care

Our commitment.  
Your success.

**active** >>  
Customer Care



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- when it has to be **right**

**Leica**  
Geosystems

# Airborne Customer Care

## Our commitment. Your success.

As a reliable business partner, Leica Geosystems offers an extensive range of customer care packages, an international customer support network and a customer portal for knowledge transfer. Our team of skilled and experienced support engineers and service technicians is committed to help you meet your deadlines and reduce your downtime.

Benefit from the easy and fast communication between your site personnel and our customer care team, keeping you and your products up-to-date, training your staff, understanding the challenges you face and anticipating your future needs. Airborne Customer Care is a comprehensive global service that allows us not only to support you around the clock, but to stay close to customers and plan innovative solutions for the future. It's our commitment to your success.



### Customer care

Get maximum return on investment with our range of Customer Care Packages (CCP) specifically designed to meet your needs and budget. A CCP gives you immediate access to our global network of support engineers alongside many further benefits, like free attendance to our global training conferences and exhibitions.



### Technical services

The wide range of technical services including on-site support, technical support, repairs, preventative maintenance, product or software upgrades, and calibration are carried out by a team of experts. They are committed to solve any problem you may face to reduce downtime and ensure your products are ready when and where you need them.



### Customer portal

myWorld is Leica Geosystems' customer portal where you can access a world of knowledge at your fingertips. The platform provides instant product information that helps you keep your equipment and software up to date. The portal offers maximum efficiency for your support requirements ensuring best performance and productivity.

# Customer Care Packages

## Our commitment. Your choice.

Select the level of support you require based on your needs and budget. Choosing a CCP gives you immediate access to maintenance plans that ensure hotline access, trouble free product usage and minimise downtime. CCPs are operated by a global network of experienced support engineers and service technicians.

### Hardware CCP

	BASIC CCP»»	BRONZE CCP»»	SILVER CCP»»	GOLD CCP»»
Support via email or phone, working days from 8:00 am to 5:00 pm	■	■	■	■
Support via email or phone, 24 hours / 7 days a week				■
Upgrades of software and firmware required for mission execution <sup>1</sup>	■	■	■	■
All spare parts and consumables		■	■	■
All labour time for diagnosis and repairs		■	■	■
Return to factory repair <sup>2</sup>		■	■	■
Complimentary passes to selected training and events <sup>3</sup>			■	■
Onsite repair at home base <sup>4, 5</sup>			■	■
Worldwide onsite repair <sup>4, 5</sup>				■
One preventive maintenance visit per year				■
One geometric sensor calibration and certificate per year <sup>6</sup>				■
Loaner system with availability based upon zone of operation <sup>7</sup>				■
			= 1 <sup>st</sup> year warranty	

<sup>1</sup> Only for Leica Geosystems software, no 3<sup>rd</sup> party software included

<sup>2</sup> Excluding taxes, duties and customs fees; for Bronze CCP also excluding shipping costs to/from factory

<sup>3</sup> See chapter Events & User Group Meetings for more information

<sup>4</sup> Including travel expenses and shipping costs for spare parts

<sup>5</sup> CIP closest destination, excluding taxes, duties and customs fees

<sup>6</sup> Based on test flight data provided and performed by customer

<sup>7</sup> Including shipping costs to/from factory, excluding taxes, duties and customs fees

### SOFTWARE CCP»»

- Customer support via phone and/or email
- Regular software upgrades to newest versions

### Loyalty benefits for multiple CCP

Customers with multiple systems and/or software under CCP benefit from loyalty discounts.

See chapter 3 in Airborne Customer Care T&Cs for details.

### Events & User Group Meetings

Hexagon and Leica Geosystems events are ideal for networking and exchanging experiences with colleagues and industry experts. With a valid Gold or Silver CCP you get free passes to selected events.

#### ■ Gold CCP

- 2 x passes to HxGN LIVE conference and expo
- Unlimited passes to the Airborne User Group Meeting

#### ■ Silver CCP

- 1 x pass to HxGN LIVE conference and expo
- 3 x passes to the Airborne User Group Meeting

# Technical Services

## Knowledge. Experience. Trust.



### Software maintenance

Latest software improvements and new features keep you and your products up-to-date to maximise productivity. Access the latest software versions via the online customer portal and make sure your systems stay current.



### Hardware maintenance

Preventative maintenance carried out regularly by experienced technicians minimises repairs and downtime and ensures reliable operation. The full service history helps your products retain their future sale value.



### Customer support

Access a network of support engineers by phone or online. They will work to solve any challenges, whether they be operational, instrument configuration related or simple need for general advice. Support requests can be logged online 24 hours a day.



### Extended warranty

Airborne sensors are delivered with a one year warranty. The first year warranty equals a Silver CCP and can be extended with the purchase of a new Silver CCP, which provides the security of avoiding unplanned costs in the future.



### Local benefits

Each sales office enhances the standard CCP with local resources, delivery networks, local language and knowledge of local methods. Depending on your CCP, the technical support staff will travel to your location.



# myWorld Customer Portal

## Connected. Anywhere. Anytime.



The success of your business rests on two valuable investments: your personnel and your equipment. myWorld customer portal provides instant access to information to keep both operating at their best.

The portal provides 24/7 access to product documentation, service histories and software updates required to manage your sensors, helping to maintaining their value while enabling efficiency and productivity.

REGISTER TODAY AT  
[myworld.leica-geosystems.com](http://myworld.leica-geosystems.com)



### myProducts

Benefit by staying up-to-date and getting the most out of your products.

- View detailed product information
- Stay up-to-date with the latest documentation
- Perform automatic on-line software updates easily

### myService

Profit from myWorld detailed service records that allow you to better plan equipment deployment.

- View the complete service history of your products
- Have instant access to status of current service cases

### mySupport

Professional support at your convenience enables you to stay productive.

- View the complete history of your support cases
- Create support requests online that are promptly answered by skilled professionals



## Leica Geosystems – when it has to be right

Revolutionising the world of measurement and survey for nearly 200 years, Leica Geosystems is the industry leader in measurement and information technologies. We create complete solutions for professionals across the planet. Known for innovative product and solution development, professionals in a diverse mix of industries, such as surveying and engineering, building and heavy construction, safety and security, and power and plant trust Leica Geosystems for all their geospatial needs. With precise and accurate instruments, sophisticated software, and trusted services, Leica Geosystems delivers value every day to those shaping the future of our world.

Leica Geosystems is part of Hexagon (Nasdaq Stockholm: HEXA B; hexagon.com), a leading global provider of information technology solutions that drive productivity and quality across geospatial and industrial landscapes.



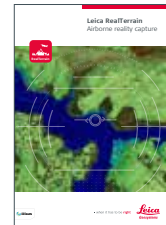
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**HxMap**  
Unified high-performance processing workflow



**Leica RealCity**  
Airborne reality capture



**Leica RealTerrain**  
Airborne reality capture



**Airborne Bathymetric LiDAR Solutions**  
Proven productivity