

# Machine Control Customer Care Maintenance Contracts



**active** >>  
Customer Care

leica-geosystems.com



- when it has to be **right**

**Leica**  
Geosystems

PART OF  
**HEXAGON**

## Customer Care PACKAGES >>

### Our Maintenance Contracts for You

Leica Geosystems Customer Care Packages (CCP) ensure you achieve maximum value from your investment. When you buy a CCP from Leica Geosystems, you immediately start to benefit from instant access to our network of professional support and service team while you work. With a range of three different Customer Care Packages, you will be sure to obtain the package that best suits your particular requirements and budget. From Basic to Silver, Leica Geosystems has the right Customer Care package for your business.



### myWorld@Leica Geosystems

Leica Geosystems' information portal puts a world of information at your fingertips 24/7. myWorld provides instant access to information and knowledge that helps keep you and your Machine Control Solution up-to-date, for maximum value and efficiency. myWorld is the perfect complement to Customer Care packages.



### Leica ConX

Use Leica ConX to connect to the machine for remote support. Monitor machine control operations remotely by assigning work and providing positioning and reference data to operators and grade checkers ensuring you avoid costly rework and errors.

### For more information

Contact us:

+00 1234 5678

Website:

[www.leica-geosystems.com](http://www.leica-geosystems.com)

## active >> Customer Care

The relationship Leica Geosystems enjoys with its customers can be defined in one word: Partnership. That is our commitment to you. Our job as your reliable partner is to cover all the angles; to provide quick and easy communication between site personnel and skilled experts, to keep you and your products up-to-date, understand and resolve your issues, anticipate your needs and plan even better product solutions for the future. Our services allow us to stay close to our customers, at all times.



### Customer Benefits

Leica Geosystems' customers benefit from a worldwide support organisation that includes:

- Hotlines
- Webbased support
- Informative seminars
- Customised training courses
- Consulting service

Benefit from direct access to our network of support professionals, obtaining the expert advice you need to work confidently and productively.

### Technical Machine Control Service – On Site

Leica Geosystems offers a wide range of technical services, all conducted by highly qualified technicians utilising professional tools. Service costs and downtime can be significantly reduced through periodic preventative maintenance, and you benefit from equipment that is always in top condition. The broad service offering includes certification services, repairs and product upgrades.

# Customer Care PACKAGES >>

The CCPs are Leica Geosystems' maintenance contracts customised for you

1, 2, 3 or 5 years duration

**BASIC  
CCP>>**

**BLUE  
CCP>>**

**SILVER  
CCP>>**

	BASIC CCP>>	BLUE CCP>>	SILVER CCP>>
Customer Support	✓	✓	✓
Software Maintenance	✓	✓	✓
Field Service		✓	✓
Extended Warranty			✓



## Customer Support

Direct telephone and online access to our machine control professionals. They will work with you to solve any problems that may arise, whether they are operational questions, solution configuration issues or general advice.



## Software Maintenance

Benefit from the latest software improvements and new features keep you and your solution up-to-date to maximise productivity. Updates for your software can be retrieved from myWorld or talk to your local Leica Geosystems representative about the opportunities.



## Field Service

Annual preventative inspection of the solution carried out by experienced technicians minimises repairs and downtime and ensures reliable machines. The annual Field Service inspection will include a visual and a system check, and a check of the calibration measurements. This gives higher up-time and more reliable machines.



## Extended Warranty

Leica Geosystems Machine Control products come standard with a one-year warranty. The coverage may be extended to a maximum of five years, covering labour and spare parts. An extended warranty provides the additional security of knowing that unplanned costs in the future can be avoided.

## 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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Solutions  
brochure**

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