

Active Customer Care Leica Customer Care Packages



ACTIVE customer care 



- when it has to be **right**

Leica
Geosystems

Active Customer Care Leica Customer Care Packages

Do you get maximum benefit from your investment?

Working with the best equipment ensures the best results for your business. That's why Leica Geosystems is introducing the Leica Customer Care Packages (CCP). It keeps your equipment up to date and in top condition. With a Leica Customer Care Package you profit from:

- Trouble free usage, top equipment availability, less downtime
- Access to latest software updates
- Preferred hotline access with no additional costs
- Extended warranty
- Local service advantages

Global coverage – local support

When you buy a Customer Care Package from Leica Geosystems, you know that you have our global service team supporting you, while you work. However, it's local people that make Leica Geosystems' partnership with its customers work. Each Sales Office enhances the standard Customer Care Package with local resources, delivery networks, local language and a knowledge of local methods of working with Leica Geosystems equipment.

How can I get access to my Customer Care Package?

Please contact your nearest Leica Geosystems Sales Office for advice and purchasing information on the Customer Care Packages including additional Local Benefits. Alternatively, you can find these details at: www.leica-geosystems.com/acc



CCP Gold (3 years)



CCP Silver (2 to 3 years)



CCP Blue (1 to 3 years)



CCP Basic (1 to 3 years)





ACTIVE customer care

Leica Customer Care Packages (CCP) provide best services available on the market

CCP Global Components

- Hardware Maintenance
- Extended Hardware Maintenance
- Software Maintenance
- Customer Support
- Extended Warranty

CCP Local Benefits

CCP Gold is available only with initial product purchase

CCP Global Components

- Hardware Maintenance
- Software Maintenance
- Customer Support
- Extended Warranty

CCP Local Benefits

CCP Silver is available only with initial purchase or within 10 months after purchase

CCP Global Components

- Hardware Maintenance
- Software Maintenance
- Customer Support

CCP Local Benefits

CCP Blue is available until product phase out

CCP Global Components

- Software Maintenance
- Customer Support

CCP Local Benefits

CCP Basic is available until product phase out

CCP Global Components

When you buy a Customer Care Package from Leica Geosystems, you know that you have our global service team supporting you, while you work. Your Customer Care Package will give you worldwide access to your benefits at any Leica Geosystems Sales Office.

Hardware Maintenance: Leica Geosystems standard Hardware Maintenance is carried out by experienced technicians who know your instrument intimately. Your annual service and service certificate will maintain optimal performance of your equipment.

Extended Hardware Maintenance: For additional peace of mind, Leica Geosystems offers the extended Hardware Maintenance in year 3. This involves the annual service and service certificate PLUS a complete overhaul of the instrument.

Software Maintenance: Ensures that you keep up-to-date with the latest firmware and application releases to maximize your productivity.

Customer Support: Telephone access to experienced, trained professionals who will work with you to solve problems that arise. This service can be used for operational problems, instrument configuration issues and general advice. In addition, access to our online support and service, enables to log support requests 24 hours per day.

Extended Warranty: All Leica Geosystems Surveying instruments come with a one-year warranty. Warranty can be extended to a maximum of 3 years. Labour and spare parts are fully covered. This gives you total peace of mind in case of instrument breakdown.

CCP Local Benefits

It's local people that make Leica Geosystems' partnership with its customers truly work. Each Sales Office enhances the standard Customer Care Package with local resources, delivery networks, local language and knowledge of local methods of working with Leica instruments. As a Leica Geosystems Customer Care Package customer, you receive the security of our global components, combined with the convenience of Local Benefits.

Whether building a house or a bridge, a map or an aircraft, you need reliable measurements. So when it has to be right professionals trust Leica Geosystems to help them collect, analyze and present spatial information.

Commitment from every perspective: Leica Geosystems is the World's leading provider of innovative, integrated solutions for customers' needs to manage Geospatial information. Our commitment to customer satisfaction makes support and service as our first and foremost objective.

When it has to be right.

Illustrations, descriptions and technical specifications are not binding and may change. Copyright Leica Geosystems AG, Heerbrugg, Switzerland, 2007.
753659en - II.07 - RDV