At Leica Geosystems, we not only manufacture the world’s most advanced laser trackers, state-of-the-art Walk-Around Portable CMM T-Probe and the high-speed T-Scan, we also provide world-class Service & Support that are simply second to none.

Leica Geosystems Service and Support program begins with our global Leica Laser Tracker warranty and initial support program, which accompanies all new instrument sales for up to one year following the delivery of a new system and completion of at least Basic Level Training. After the first year of free coverage, our customers have the choice of purchasing a wide range of individual service and support components or of contracting annually for one of the exceptional bundled service and support packages (see inside for details and prices on different service plans/contracts offered).
A World of True Benefits

Available Services

**Telephone Support Hotline**

Customer service reps, application engineers and/or tracker service reps are available toll-free at 1-800 367-9453 and can support trained system users with hardware and software issues, including application support appropriate to the training level completed.

**On-Site Technical Support**

Application engineers can be dispatched from any of the Leica Geosystems Metrology Service Centers to assist trained system users with issues relevant to the training level competed.

**On-Site Leica Repair Service**

Field service engineers and/or Leica Geosystems service reps can be dispatched from any of the Leica Geosystems Metrology Service Centers to provide on-site system diagnosis and repair service.

**Software Maintenance Contract**

To ensure customers enjoy the latest performance features available from their software, Leica Geosystems will provide the newest versions of the covered software items.

**Annual Tune-Up & Recertification**

Annual preventive maintenance and NIST recertification are recommended to ensure that unscheduled service interruptions are minimized. Any warranty or extended warranty repairs are completed automatically, or an estimate is provided for systems not under warranty.

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Leica Laser Tracker Loaner Service

Under Leica's Loaner Program, a basic Leica Laser Tracker (head and controller) will be loaned to customers should their covered units require more than five days worth of service, excluding transport time.

**Gold Service Contract**

The Gold Contract provides the following service and support programs that may be contracted on an annual basis following the first year warranty period:

- Telephone support & On-Site Leica Laser Tracker Service
- emScon software maintenance & upgrades
- Yearly maintenance and certification (NIST)
- Leica Laser Tracker Loaner Service (incl. shipping)
- Extended Warranty (parts & labor) including cables
- On-Site Support at 50% reduced rate
- Two-day Application or Preventative Maintenance training at no charge

This service bundle provides savings of up to $4,500 over service items purchased individually.

**Silver Service Contract**

The Silver Contract provides the following service and support programs that may be contracted on an annual basis following the first year warranty period:

- Telephone support & On-Site Leica Laser Tracker Service
- emScon software maintenance & upgrades
- Yearly maintenance and certification (NIST)
- Leica Laser Tracker Loaner Service (incl. shipping)
- Extended Warranty (parts & labor) including cables

This service bundle provides savings of up to $3,500 over service items purchased individually.

**5-Year Warranty Program**

The new 5-Year Warranty Program can be obtained upon purchasing any new Leica Laser Tracker, T-Cam and T-Probe currently available. After the factory warranty expires, the warranty can be extended by one year simply by having your system serviced and re-certified by Leica Metrology Service. The 5-Year Warranty Program covers preventative inspection, re-certification and an extension of the factory warranty. This procedure can be repeated up to 4 times, resulting in a total of 5 years of prolonged warranty time, covering repairs, parts and labor.

The Leica 5-Year Warranty Program applies to all new sales of Leica Laser Trackers and/or Leica T-Probe systems.
Loaner Service Leica Laser Trackers

Weekly rental rates are for a base unit (Leica Laser Tracker head and controller only, without software, base, computer etc.).

Weekly rental: $3,885

Gold Service Contract

Leica Laser Tracker Gold Service Contract annual fee: $18,995
Leica T-Cam Gold Service Contract annual fee: $5,500
Leica T-Probe Gold Service Contract annual fee: $1,615
Leica T-Scan Gold Service Contract annual fee: $11,100

Silver Service Contract

Leica Laser Tracker Silver Service Contract annual fee: $15,995
Leica T-Cam Silver Service Contract annual fee: $1,735
Leica T-Probe Silver Service Contract annual fee: $465
Leica T-Scan Silver Service Contract annual fee: $8,995

5-Year Warranty Program

Leica Laser Tracker 5-Year Warranty Program annual fee: $7,300*
Leica T-Cam 5-Year Warranty Program annual fee: $2,950
Leica T-Probe 5-Year Warranty Program annual fee: $1,050

* Can be performed in a Leica Service Center only.

** Parts and Labor for repairs (Leica Laser Tracker and controller only); does not include cables. To maintain warranty, the system must be serviced annually at your Regional Leica Service Center. Fee for service including NIST is $7,300 per year.

### Service & Support Order Form

I would like to order the following Leica Geosystems products (please check all that apply):

- **Telephone Support Hotline**
  Telephone support is available during normal business hours (Monday-Friday 8am - 6pm ET) following the initial warranty to contracted customers who have completed Leica-certified training on Leica Laser Tracker systems.
  Hotline annual fee: $750

- **On-Site Technical Support**
  Application engineers will provide technical support at the customer site. Hourly rate (plus expenses): $100

- **On-Site Leica Repair Service**
  Service technicians will perform on-site diagnosis and repairs.
  Hourly rate (plus parts & expenses): $180

- **Software Maintenance Contract**
  15% of the software list price.

- **Annual Tune-Up & Recertification**
  - Maintenance & Recertification for Leica Laser Tracker: $7,300*
  - Maintenance & Recertification for Leica T-Cam: $2,950*
  - Maintenance & Recertification for Leica T-Probe: $1,050*
  - On-Site Recertification for Leica Laser Tracker: $2,700
  - In-house Certification for Leica Laser Tracker: $2,250
  - On-site Certification for Leica T-Probe System: $3,995

- **Loaner Service Leica Laser Trackers**
  Weekly rental rates are for a base unit (Leica Laser Tracker head and controller only, without software, base, computer etc.).
  Weekly rental: $3,885

- **Gold Service Contract**
  Leica Laser Tracker Gold Service Contract annual fee: $18,995
  Leica T-Cam Gold Service Contract annual fee: $5,500
  Leica T-Probe Gold Service Contract annual fee: $1,615
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Take the first step by filling out this card. Fax it back to us at (770) 682-6053 and one of our local representatives will contact you.

- Contact me for further information
- Contact me for a Leica Portable CMM demonstration
- Send me additional Service information from the Metrology Division
- Other (please specify): __________________________

Name: __________________________
Title: __________________________
Company: ______________________
Address: ________________________
Phone: _______________________ Fax: ________________________
E-mail: ________________________

- when it has to be right
Whether building the fastest car, the biggest plane, or the most precise tooling, you need exact measurements to improve quality and productivity. So when it has to be right, professionals trust Leica Geosystems Metrology to help collect, analyze, and present 3-dimensional (3D) data for industrial measurement.

Leica Geosystems Metrology is best known for its broad array of control and industrial measurement products including laser trackers, Local Positioning Technology (LPT) based systems, hand-held scanners, 3D software and high-precision total stations. Those who use Leica Metrology products every day trust them for their dependability, the value they deliver, and the world-class service & support that's second to none.

Precision, reliability, and service from Leica Geosystems Metrology.

When it has to be right.