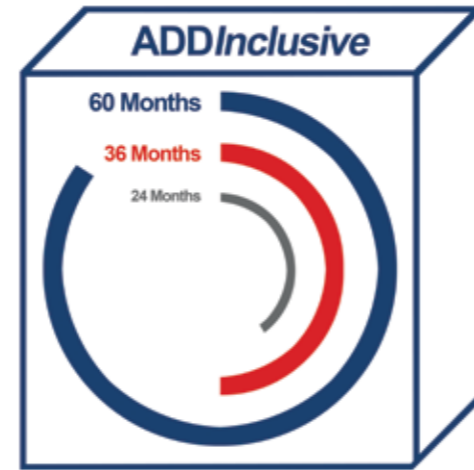




Trust Advantech-DLoG

Depending on your company's situation, environment and needs, it can be a good idea to take out "comprehensive insurance" for the products you buy. Our ADD*Inclusive* service package covers all repairs, even if the damage is caused by the user.

- Also includes mechanical damage (provided this is not due to willful damage)
- Free repairs (including all spare parts and labor)
- Telephone service hotline and email support in German and English
- Repairs with short lead times
- If Advantech-DLoG is responsible for the image beside the hardware, your device will be reconfigured and ready for use immediately once fixed

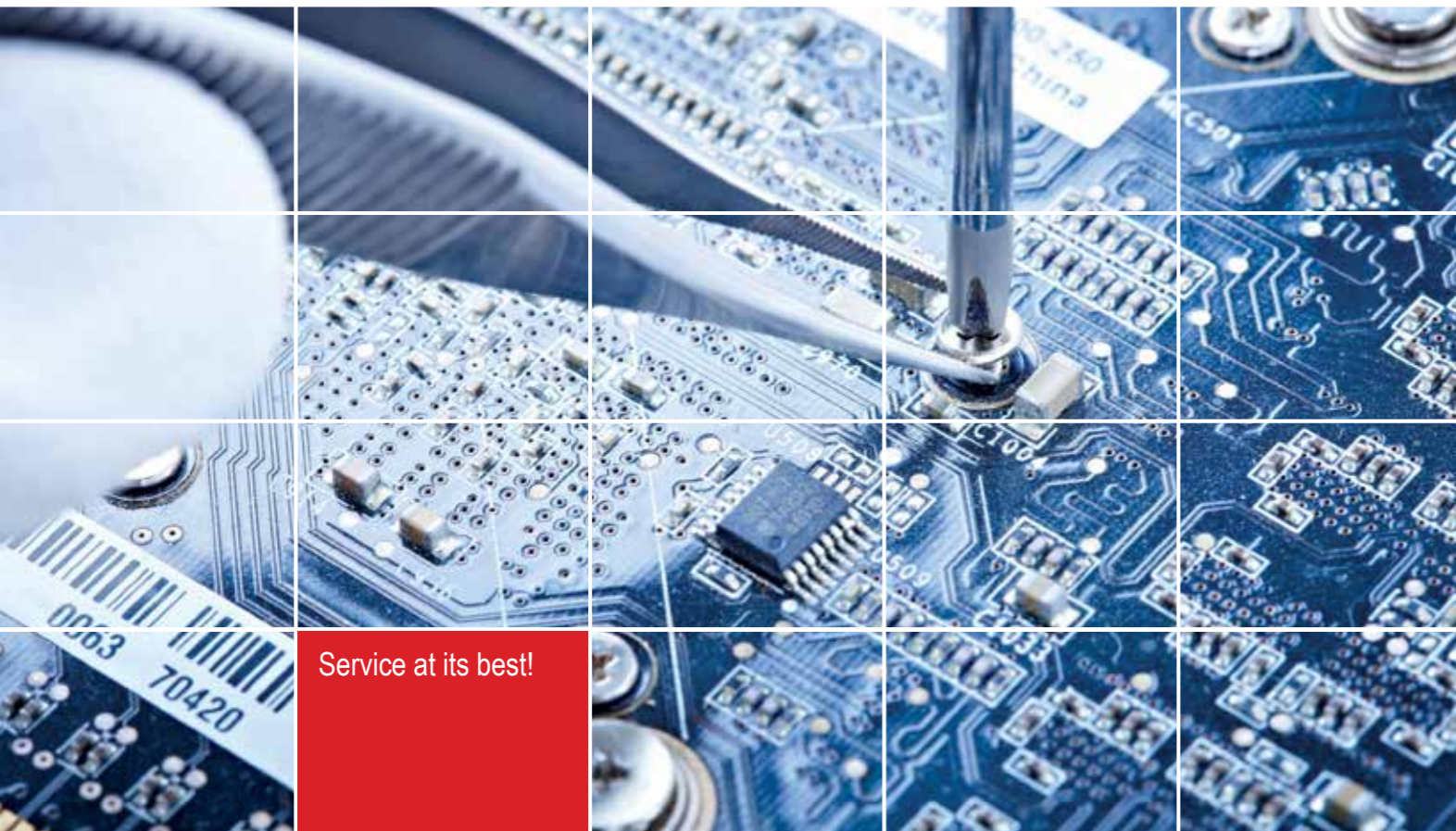


English

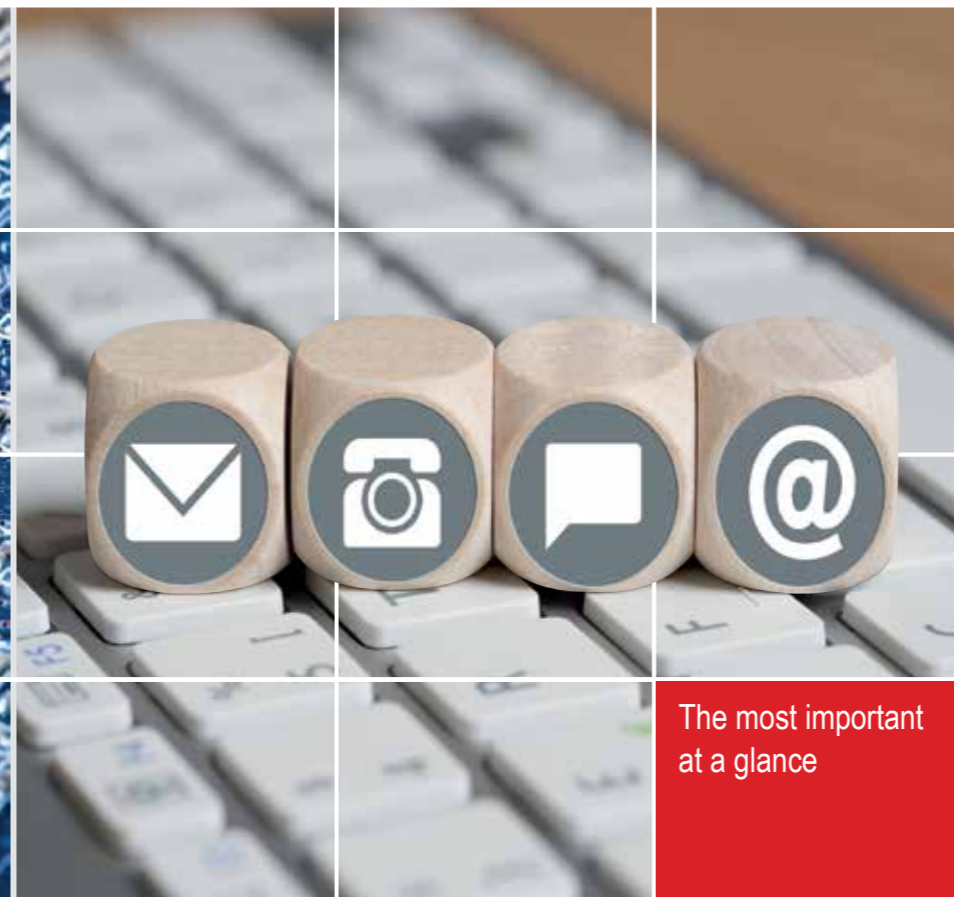
- Global service
- Customized services
- Professional helpdesk
- New options continuously added

Worldwide service and comprehensive support

Services ranging from advice to repairs



Service at its best!



The most important at a glance

Our German team is the main point of contact for any questions or problems relating to the repair service for the entire Advantech-DLoG product portfolio.

Benefits:

- Our staff have years of experience and extensive expertise
- Work closely with our engineers to solve problems quickly
- We have an in-house stock of spare parts, also for discontinued products

Service portfolio:

- Professional helpdesk
- Repair
- Lifecycle management
- Administration
- Service partner management
- Worldwide service management

DLoG GmbH

Service hours: Business days from 6 a.m. to 8 p.m. (CET)
 Industriestrasse 15, 82110 Germering, Germany
 Phone: +49 89 41 11 91-999
 Fax: +49 89 41 11 91-900
 Email: helpdesk@advantech-dlog.com
 Website: www.advantech-dlog.com
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Professional helpdesk - always available

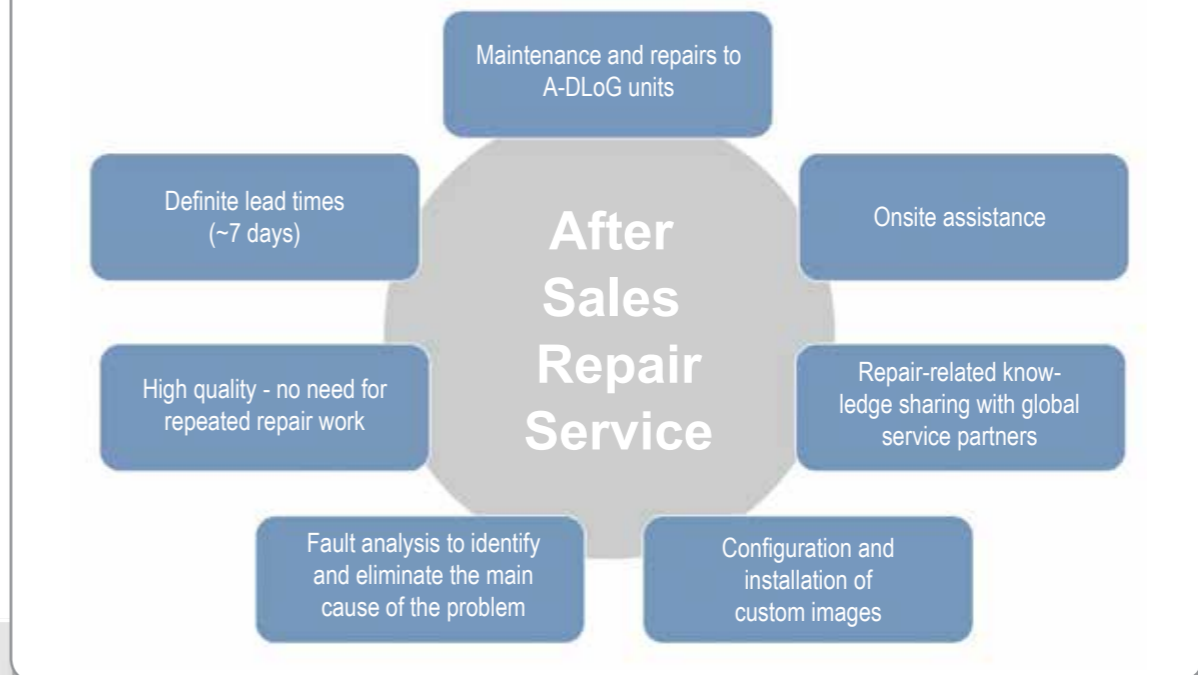
For every situation

Our helpdesk is open from 6 a.m. to 8 p.m. (CET), with an experienced team of staff available to support our customers by answering questions and solving technical problems.

Statistics show that today an average 90 percent of all issues are solved over the telephone. This is much cheaper and involves far less downtime than in the past when products had to be sent in for repair or technicians needed to travel to the site.



Repair Service



Worldwide

Advantech-DLoG Professional Helpdesk

Helpdesk

LCD board
System board
Expansion cards

Memory
Storage devices

Included in the standard warranty and service extension

Touch screens
Displays
Power supplies

Antenna
Wireless cards

Standard warranty 24 months

ADDExtended 36 months

ADDExtended 60 months

Life cycle Management

For every single device we produce

The entire lifecycle is recorded and tracked in our ERP system

Global Support

End customer

Repair & helpdesk Germering

Global repair center

Partner