slee solutions for pathology

How we work - Support level

Support level 1

Your engineers in field who work daily with our devices. These technicians must be factory trained by us.

Support level 2

We, the Slee service team. We are there to help you with any problems or questions you may have. Whether it be technical, in the application or for other reasons.

Support level 3

Our company-internal specialists. Be it our product managers, colleagues in the specialist department or software engineers. We will consult them, if further help is needed.

Inquiry options

Contact us via e-mail (**service@slee.de**)
WhatsApp / WeChat / phone (+49-176-7685 4119)
Phone (+49-6136-769970)

Availability

Our business days are from Monday to Friday.
Business hours are from 7 am to 4 pm CEST.

What we need from you

In case of an inquiry, kindly include the following information: Contact details, serial number of the device, installation date, error description as detailed as possible.

Response times

We will strive to provide you with the best possible solution within 24 hours on business days. Requests outside of our work time will be processed on the next business day. If this is not possible for any reason, we will inform you immediately.

Ticketing of service cases

We use a ticket system to manage and track service requests internally. All your service-relevant data is stored in this system on a case-by-case basis. Each of our service employees has access to this information and can still help you if a colleague is absent. The IT-tracking of the ticket runs automatically in the background and the assignment is recognized by the subject of the E-mail. We therefore ask you to not change the subject we have specified.

> The entire communication with us is human based. We do not use automatic answers, chat-bots or similar.

With high experience in our business, we work together as a team to provide you the best quality in support.

Correspondence

Please note that we adjust the subject of the e-mail if necessary, so that we can process your service case as effectively as possible. Please do not change it and, if possible, always reply to existing correspondence.

Inhouse repair

If a device cannot be repaired on site, we offer to repair it at our facility. Costs are allocated according to the decision of the warranty or repair case.

Service training

Necessity of training

To ensure effective and proper support for our devices in the field, it is mandatory to have trained engineers who possess a thorough understanding of the devices and technology. To share this knowledge with you, we provide regular training courses at our location.

Date and publishing

These service training courses take place usually once a quarter. The training dates and registration can be found at our website: https://www.slee.de/en/up-to-date/dates/category/trainings/

The training dates are published at least three months in advance. Additional trainings apart from the scheduled quarterly trainings may also be available.

Training content

In our service training, we will provide you with technical knowledge for all our appliances. You will then have internalized the basic handling, functionality, maintenance, and repair.

Costs

Participation in our training is free of charge. The participant must only bear the costs of travelling and accommodation.

Spare parts

Spare part list

At the beginning of every year, we will provide you our spare part list with the most common and important spare parts and their prices for all our devices. In case you do not find the needed item or are unsure about the compatibility with your device, do not hesitate to contact us. We will be happy to help.

Spare part availability

Our aim is to provide you with our spare parts as quickly as possible. For this reason, we have a considerable stock of various common spare parts for new and old appliances in our factory. Should there be any delays in procurement, we ask for your understanding. In this case we will inform you immediately.

Customer's spare part warehouse

In order to repair our devices as quickly as possible, we expect our distributors to keep a stock of common spare parts.

Discontinuation of spare parts

Our aim is to provide you with spare parts as long as possible. Nevertheless, progress does not stop in our business. We are constantly developing our products on the basis of new technologies and further scientific progresses. Thus, we guarantee the availability of spare parts, or a proper substitution, for 10 years after delivery. Availability beyond this period may still be possible but can no longer be guaranteed.

Slee service trainings:

More and more participants are enthusiastic. Remember to sign up for your training!

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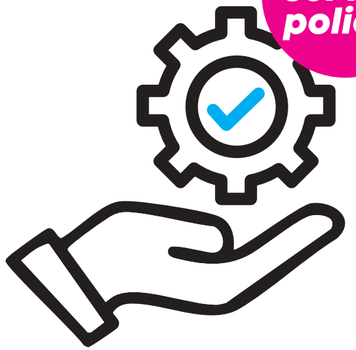
Slee service policy



OUR VALUES, PRINCIPLES, PHILOSOPHY

We are by your side.

Whether you need help with a repair, a check, or the correct spare parts. We support you with product information or any other issues concerning our devices, old or new. **We are there for you.** This is our **Slee promise of validity**.

We stand for

avoidance of interruptions / disruptions in the usual workflow!
Distractions lead to a delay of important diagnostic results, disrupt processes, and cause unnecessary costs. Our technical team will help you to avoid these disruptions. Our experts ensure that your Slee products work flawlessly and deliver the best results at all times. We stand for high-class support for all our customers, worldwide. Whether a technical issue, a request for spare parts or product information: We are by your side.

Expect from us

- high level support
- many years of business experience
- availability via various media (e-mail, WhatsApp, WeChat, phone)
- fast and precise feedback
- high spare part availability
- flexibility

We will not

- engage in illegal or immoral activities
- talk bad about competitors or customers
- process your request in a half-hearted manner

We expect from you

- a stock of spare parts to be able to help the customer as quickly as possible in the event of a service call.
- participation in our service training courses to understand the technology of our products.
- information about the device's status: Successfully repaired? Kindly inform us about the cause of error and its solution. We will use this information for improvement of our devices and services.

Explanation of terms

Warranty

A component that becomes defective within the warranty period and is reported to us, will of course be replaced free of charge. The costs of the component and shipping will be borne by us. We refer to this as a warranty claim.

> Transport damage or misuse of the device and its accessories are no longer valid for warranty.

In the event of a warranty claim, you report the defects to us. The device will first be repaired by your technician, using a spare part from your warehouse. Afterwards we will send you a replacement for the part you have used. In parallel you send the defective part back to us.

If we receive the part within 6 months after reporting, and the fault has been validated, we will cancel or credit the invoice (due date of invoice 60 days).

Repair

A defective component requires repair by a technician but is outside the warranty.

Goodwill

Under certain circumstances a repair case that is actually outside the warranty may be considered a goodwill case. In this case, the costs or parts of the costs will be borne by us out of goodwill.

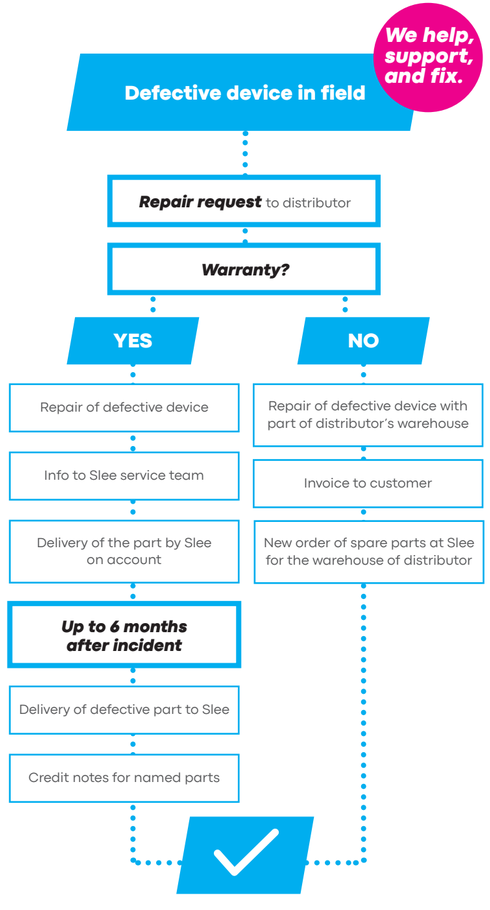
Credit note after return shipment

Under certain circumstances, defective components from a warranty case are required for further investigation of the error by us. This can be, for example, validation of the fault or further fault prevention. In this case, the free spare parts will be sent on account. As soon as we receive the defective component as a return delivery, the fault is validated and the invoice for the warranty component is canceled or credited.
If the cause of the fault is unclear, it is also possible to order various spare parts on account. The spare parts that are not required and are still functional can then be returned to us in their original packaging within 6 months. We retain 10 % of the credit note amount to cover our quality check and our administrative costs of said parts.

Decontamination certificate

> In the event that you deliver a device to our premises, it is necessary to decontaminate the device before shipping.

This serves to protect all people who come into contact with this device. Be it your employees, those of the transport company or our employees in our company. In this case, the certificate will be provided to you, must be enclosed with the device and also sent to our service e-mail address (service@slee.de) before the device is being shipped. If the certificate is missing, we reserve the right to refuse acceptance of the goods and / or to charge you for the decontamination.



Your direct contact

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