



SLA ORIONtech Service Level Agreement



Service Level Agreement	Level 1	Level 2	Level 3	Level 4	Level 5
Annual PM (PM=Preventative maintenance)	✓	✓	✓	✓	✓
Technical Support helpdesk	✓	✓	✓	✓	✓
Remote diagnostics (Where available)	✓	✓	✓	✓	✓
Two working day response (Guaranteed for Technical support,	✓	✓	✓	✓	✓
Annual re-calibration (Maintained measurement accuracy)	✓	✓	✓	✓	✓
Quarter Services (System diagnostics & Calibration – if required)	X	✓	✓	✓	✓
Express Service call (4 hours response time, at emergency needs)	X	X	✓	✓	✓
Software updates (Part of PM where applicable)	X	X	✓	✓	✓
Replacement of consumables (Part of PM where applicable)	X	X	X	✓	✓
Repair labor (Discounted or included)	X	X	X	✓	✓
Spare parts (Discounted or included)	X	X	X	✓	✓
Rental instrument (Discounted or included)	X	X	X	X	✓
User Training (Two delegate vouchers per annum)	X	X	X	X	✓



Contact Us

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