

Ergotron Service Level Commitment

Ergotron, Inc. is committed to providing exceptional service and support on all of our products as defined in our warranty statement on our website; click on “Support” at the top of our homepage and scroll down to warranty.

This service commitment supports the warranty on the Ergotron StyleView® Healthcare product family. Please reference this document for specifics on (1) lead time (2) support for product and warranty questions (3) guidelines for warranty resolution, (4) training, (5) Integration and Preventive Maintenance programs

1) Product Lead time

- All StyleView products are purchased through our distribution partners – lead time is communicated via your reseller who purchases through Ergotron’s IT distributors.

Ergotron’s lead time goal for StyleView Healthcare Carts

- 2 weeks from receipt of PO from distribution for quantity 50 or less – Ergotron will communicate best date to the distribution partner who will communicate to your reseller.
- For quantities greater than 50 – work with your reseller for best date; if possible, the lead time will be shortened.

Other StyleView Healthcare Product

- If product is stocked at our IT distribution partner warehouses - should ship next business day unless quantity exceeds what is in stock. If this is the case, lead time will be communicated by your reseller.

2) Ergotron offers three levels of service support:

Tier I – Customer Care

- Please call 1-800-888-8458, option 2 for any and all product inquiries. This line is staffed 8 am–5 pm central time, Monday through Friday (exception certain holidays throughout the year).
- Support can also be reached through our website by clicking on “Support” at the top of our home page.

Tier II – Tech Support Team – all inquiries start with Customer Care

Tier III – Onsite Resolution – coordinated by the Tech Support Team; supported by our certified service provider network

3) Guidelines for Warranty Resolution

- All warranty questions start with Tier I support. You will be asked relevant questions to assist in the resolution process. It is very helpful to be in close proximity to the product as you will be directed to locate the work order and/or serial number for accurate diagnosis and resolution of the issue at hand.
- If the issue cannot be diagnosed by Tier I support, you will be transferred to our tech support team (Tier II) where a service request number will be assigned. Tier II support will include a deeper analysis of the problem and solution options.
- If the issue cannot be diagnosed by Tier II, Ergotron will either

schedule a certified service provider (Tier III) to come on-site to diagnose the problem or issue a return authorization for the unit to be returned to Ergotron.

- In the case of a return for warranty, replacement product will be sent to you. The replacement should ship next day via ground freight at no cost to you as customer.
- In the event of escalation of the issue, all service requests will be resolved to your satisfaction before closure, and archived in our system.

Service Level Details – Ergotron is committed to work with you to ensure repairs are completed to your satisfaction.

- Repairs on some components typically do not require on-site technical support (Tier III). Those may include, but are not limited to: scanner holder, mouse holder, mouse pad, wrist rest, battery replacement, caster replacement, power modules, Remote-On Switch or Boxes, cable management piece parts, keyboard trays and power cords.
- Typical repairs that require on-site technical support could include: locking mechanisms, lift mechanisms, and some cart electronics.

4) Training

- Site Readiness Training is available for purchase through Ergotron’s partners.
- StyleLink Training – We strongly encourage the use of our free StyleLink software with any powered cart implementation. This is available for download from a secure site once carts are purchased. Use of the StyleLink software is required to extend the battery warranty from 90 days to one year. Ergotron offers a free webinar and/or conference call with a trained StyleLink technician for each cart implementation. Please work with your reseller or contact our Customer Care team for how to register.
- Integration training – if you want to support your own units with warranty and non-warranty repairs, Ergotron will train your internal teams to do this. This can happen at your site - pricing is based on travel and expenses and will be negotiated with you before implementation.

5) Integration and Preventive Maintenance Support

- Ergotron has SKU’d part numbers for our Service Program offering integration and preventive maintenance at our partners. When purchased a certified third party service provider will schedule these activities with you based on product arrival at the site and your roll-out schedule.

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