

Friedberg, July 1, 2008

## Maximum Support

### All-round No-Worry package from DEV Systemtechnik

*Starting July 1st, DEV Systemtechnik provides installation and configuration support packs for newly purchased DEV products. Customers can choose from different support packs, depending on how long they wish to receive support from the RF expert. The DEV Hotline is open ten hours a day and five days a week. The Support Center will call the customer back within three hours, providing a problem-solving strategy.*

Higher demands on signal quality lead to an increasing complexity of high-quality RF signal transmission devices. If time is lacking to carefully read the manual, even experts will encounter problems to flawlessly install these devices. The highly qualified staff of the new DEV Support Center helps customers with problems that require a quick solution. Customers who choose one of the three service packages receive up to ten years of fast and personal support. More than that: They also receive an extended warranty on the purchased device. Any additional costs that may occur, for instance for the shipment of the devices, are borne by DEV.

The following support packages are available:

#### Support Pack 2

In addition to the standard warranty of 24 months, the customer gets a two-year access to remote online support for operation and error analysis of the device. The 5x10 hotline is open from Monday to Friday from 8am to 6pm. Support requests are dealt with within three hours. The contract period starts on the day of dispatch and does not require cancellation notice. The customer can extend the contract by an additional year by purchasing the "Support Pack 1 Plus". The support pack can be extended for a maximum duration of ten years. In case of device failure, DEV will organise the collection and transport free of charge.

#### Support Pack 5

This five-year support contract includes the same services as the two-year support package. In addition, the product warranty is extended to five years.

#### Support Pack 1 Plus

Same services as "Support Pack 5", but for the duration of an additional year. It can only be extended by an additional year by purchasing the "Support Pack 1 Plus". Contract extension is possible for a maximum duration of 10 years.

#### Contact:

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