



## NEW TYPES OF SERVICE CONTRACTS

Types of contract	REMOTE	SILVER	GOLD	GOLD +	PLATINIUM
Preventive Maintenance Service	No	Yes	Yes	Yes	Yes
Remote maintenance	Yes	Yes	Yes	Yes	Yes
Maintenance Kits	No	No	Yes	Yes	Yes
Augmented reality	Yes	Yes	Yes	Yes	Yes
Curative Maintenance Visit	0	1	2	3	Unlimited
Operational qualification	No	No	No	Yes	Yes
Parts (excluding consumables)	No	Excluded	Excluded	Excluded	Included
Maximum response time*	1 day	3 days	3 days	2 days	2 days

\*For our out-of-office and subsidiary interventions, the minimum response times is two weeks after receipt of payments and Visas.

## DISCOUNTS FOR CONTRACT CUSTOMERS

Types of contract	SILVER	GOLD	GOLD +	PLATINIUM
Parts (excluding consumables)	0%	5%	10%	Included
On site training	0%	5%	10%	15%
Training at CCC Morocco	20%	20%	20%	20%
Consumables	0%	5%	10%	15%
Qualification	0%	10%	Included	Included

Any request under contract takes precedence over all other activities of the service (installation, billable troubleshooting, training, etc...)

## TRADEMARKS CONCERNED



For a responsive service, tailored to your needs, HTDS has a network of subsidiaries, each with a team of specialized technicians and a complete stock of spare parts. A dedicated stock of Equipment for your occasional rental needs is also available.

### ALGERIA

Tel : +213 23 23 84 01  
Fax : +213 23 23 84 00

### MOROCCO

Tel : +212 522 27 49 59  
Fax : +212 522 20 83 74

### TUNISIA

Tel : +216 70 836 961  
Fax : +216 70 836 561

### EGYPT

Tel : +202 22 90 53 06  
Fax : +202 22 90 53 07

### IVORY COAST

Tel : +225 78 78 69 32

### KENYA

Tel : +254 722 136 475

### MADAGASCAR

Tel : +261 202 244 936

### IRAQ

Tel : +964 79 01 91 81 85

### DRC

Tel : +243 993 940 075

### LIBYA

Tel : +218 91 695 0708

### NIGERIA

Tel : +234 80 55 96 73 82

### SENEGAL

Tel : +221 77 247 21 47