

# Active Customer Care Leica Customer Care Packages



- when it has to be **right**

**Leica**  
Geosystems

# Active Customer Care Leica Customer Care Packages

## Do you get maximum benefit from your investment?

Working with the best equipment ensures the best results for your business. That's why Leica Geosystems is introducing the Leica Customer Care Packages (CCP). It keeps your equipment up to date and in top condition. With a Leica Customer Care Package you profit from:

- Trouble free usage, top equipment availability, less downtime
- Access to latest software updates
- Preferred hotline access with no additional costs
- Extended warranty
- Local service advantages

## North American coverage – local support

When you buy a Customer Care Package from Leica Geosystems, you know that you have our North American service team supporting you, while you work. However, it's local people that make Leica Geosystems' partnership with its customers work. Each Sales Office enhances the standard Customer Care Package with local resources, delivery networks, and a knowledge of local methods of working with Leica Geosystems equipment.

## How can I get access to my Customer Care package?

Please contact Leica Geosystems for advice and purchasing information on the Customer Care Packages, including additional Local Benefits.

For more information, call **1-800-367-9453**  
or visit [www.leica-geosystems.us/myccp](http://www.leica-geosystems.us/myccp)

**ACTIVE** customer care 



### CCP Gold (3 years)



### CCP Silver (2 to 3 years)



### CCP Bronze (2 to 3 years)



### CCP Blue (1 to 3 years)



### CCP Basic (1 to 3 years)





## Leica Customer Care Packages (CCP) provide the best services available on the market

### Gold Components

- Hardware Maintenance
- Extended Hardware Maintenance
- Software Maintenance
- Customer Support
- Extended Warranty

### Local Benefits

CCP Gold is available only with initial product purchase

### Silver Components

- Hardware Maintenance
- Software Maintenance
- Customer Support
- Extended Warranty

### Local Benefits

CCP Silver is available only with initial purchase or within 10 months after purchase

### Bronze Components

- Software Maintenance
- Customer Support
- Extended Warranty

### Local Benefits

CCP Bronze is available only with initial purchase or within 10 months after purchase

### Blue Components

- Hardware Maintenance
- Software Maintenance
- Customer Support

### Local Benefits

CCP Blue is available only on current models

### Basic Components

- Software Maintenance
- Customer Support

### Local Benefits

CCP Basic is available only on current models

**Hardware Maintenance:** Leica Geosystems standard Hardware Maintenance is carried out by experienced technicians who know your instrument intimately. Your annual service and service certificate will maintain optimum performance of your equipment.

**Extended Hardware Maintenance:** For additional peace of mind, Leica Geosystems offers the extended Hardware Maintenance in year three. This involves the annual service and service certificate PLUS a complete overhaul of the instrument.

**Software Maintenance:** Ensures that you keep up-to-date with the latest firmware and core application releases to maximize your productivity.

**Customer Support:** Telephone Access to experienced, trained professionals who will work with you to solve problems that arise. This service can be used for operational problems, instrument configuration issues and general advice about your equipment or software upgrades. In addition, access to our online support and service, enables you to log support requests 24 hours per day.

**Extended Warranty:** All Leica Geosystems Surveying instruments come with a one-year warranty. Warranty can be extended to a maximum of 3 years. Labor and spare parts are fully covered. This gives you total peace of mind in case of instrument breakdown.

**CCP North American Component:** When you buy a Customer Care Package from Leica Geosystems, you know that you have our North American service team supporting you, while you work. Your Customer Care Package will give you worldwide access to your benefits at any Leica Geosystems Sales Office.

**CCP Local Benefits:** It's local people that make Leica Geosystems' partnership with its customers truly work. Each Sales Office enhances the standard Customer Care Package with local resources, delivery networks, local language and knowledge of local methods of working with Leica instruments. As a Leica Geosystems Customer Care Package customer, you receive the security of our global components, combined with the convenience of Local Benefits.

## 360° Support – 360° Customer Satisfaction

For detailed information about our Active Customer Care program, please visit [www.leica-geosystems.us/myccp](http://www.leica-geosystems.us/myccp)

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Whether building a house or a bridge, a map or an aircraft, you need reliable measurements. So when it has to be right professionals trust Leica Geosystems to help them collect, analyze and present spatial information.

Commitment from every perspective: Leica Geosystems is the World's leading provider of innovative, integrated solutions for customers' needs to manage Geospatial information. Our commitment to customer satisfaction makes support and service our first and foremost objective.

**When it has to be right.**

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**Leica Geosystems Inc.**  
5051 Peachtree Corners Circle #250  
Norcross, Georgia 30092 USA  
**(770) 326-9500**

[www.leica-geosystems.us](http://www.leica-geosystems.us)

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