

# C/D/M series Protection Plan: Global Support and Services for your Peace of Mind

The Protection Plan is an essential and mandatory part of the milling unit system. It ensures that your system is always up to date, that your problems are solved within a short period of time and that you can run the system effortlessly.

Purchasing a Straumann C/D/M series commits you to a 4-year software and support license agreement. The respective list price (at the time of purchase) remains unchanged for the 4-year agreement. Following the 4-year term, there is an option to renew the contract on an annual basis.

The Protection Plan includes:

## 1. Regular Updates that keeps you up to date

Our R&D Team is here to make sure you have access to the latest in innovation. In general, up to two major annual updates occur which will provide you with numerous new features and options.

Updates will include:

- Integration of New Materials
- New Milling Strategies
- New workflows for indication optimization

## 2. HelpDesk Support

The HelpDesk Support is performed via telephone and/or remote sessions (Team Viewer). Your first contact (1st level HelpDesk support) is available from your local Straumann organization. Further 2nd Level Support is available from Amann Girrbach's Global HelpDesk when required.

What does it include?

- Commitment of availability during business hours
- Quick solutions from a well-trained team of dental experts and IT specialists
- Our HelpDesk team offers support in your local language, and the 2nd level support will be primarily in English but also several other languages, depending on location and global time

## Protection Plan Contract Renewal Information

Description of protection plan	Item number by initial Mill ordering	Item number for yearly renewal
Protection Plan Support & Software for M series & D series	999503-STM	999503R-STM
Protection Plan Support & Software for C series	999550-STM	999550R-STM

After the initial 4-year term, you may decide whether you wish to renew the service or not.