

Active Customer Care
Our commitment.
Your success.



leica-geosystems.com



- when it has to be **right**

Leica
Geosystems

Active Customer Care

Our commitment. Your success.

At Leica Geosystems we are committed to providing what is needed to succeed in today's business: High quality and innovative products which operate at the highest accuracy with minimised downtime and outstanding support and services around the globe, anytime and anywhere.

In other words: **Active Customer Care.**

Active Customer Care is one of the most comprehensive service and support networks in the world. It allows us to stay close to you, our customers, working together to resolve issues and plan even better product solutions for the future. It is our commitment to your success.

Close to 300 service and support locations are operated by Leica Geosystems or authorised local distribution partners whose technicians are trained by Leica Geosystems. All service centres are regularly re-certified and operate with the same Leica Geosystems-designed professional tools and equipment.



 Service Centres

 Service Hubs

Find your closest authorised service center
or service hub on
[leica-geosystems.com/contact-us/
sales_support/technical-service](https://leica-geosystems.com/contact-us/sales_support/technical-service)



Product & Customer Care

Our focus. Your benefit.

The Product Care portfolio contains a wide range of technical services that guarantee a long lifespan for your product. For Customer Care, we provide a comprehensive set of support services to make you feel comfortable using Leica Geosystems solutions.



Maintenance Services

- Preventative maintenance at different levels, depending on product and usage
- Minimise downtime and repairs and confirm accuracy

Repair Services

- Simple to extensive repairs
- Rebuilds of dropped instruments

Certification Services

- Annual accuracy confirmation
- Different levels of calibration certificates

Upgrade Services

- Upgrades of products with latest technology

Customer Support

- Hotline and web-based support
- Direct access to global support network

Online Learning

- Wide selection of online learning courses
- Web broadcasts

Training courses

- Classroom training
- Onsite training

Consulting services

- Our specialists provide consulting for projects

Customer Care Packages

Our commitment. Your coverage.

Customer Care Packages (CCPs) bundle Product Care and Customer Care together to ensure you achieve maximum value from your investment. When you buy a CCP from Leica Geosystems, you have peace of mind that nothing stands between you and your productivity because our global network of professional support and service teams support you however needed.

It does not matter if you have a big team or a small one or whether your employees are experienced or new. Whether you have complex projects or simply want to optimise basic daily tasks, Leica Geosystems' Active Customer Care has a package for every customer. From basic to advanced requirements, we commit to stand behind you.



Customer Care Packages

Our offering. Your choice.

Global Components	BASIC CCP	BLUE CCP	BRONZE CCP	SILVER CCP	GOLD CCP
Customer Support	■	■	■	■	■
Software Maintenance	■	■	■	■	■
Hardware Maintenance		■		■	■
Extended Warranty			■	■	■
Local Benefits		■	■	■	■

CCPs are available for different durations and coverage levels. For example:

- Bronze CCPs are offered for selected products and markets.
- Gold CCPs for total stations contain additional extended maintenance at recommended intervals.
- Gold CCPs for HDS/Mobile Mapping include an additional backup product.



Customer Support

Direct hotline and web-based support from our specialists for:

- Operational questions
- Equipment configuration
- Issues & general advice



Hardware Maintenance

Professional preventative maintenance that helps to:

- Minimise downtime & repairs
- Ensure reliable operation
- Confirm accuracy



Software Maintenance

Maximise productivity by staying up to date with:

- Performance improvements
- Application enhancements
- New Software features



Extended Warranty

Extend coverage beyond the standard warranty:

- Security for unforeseen failures
- Avoid unplanned costs
- Up to five years coverage



Local Benefits

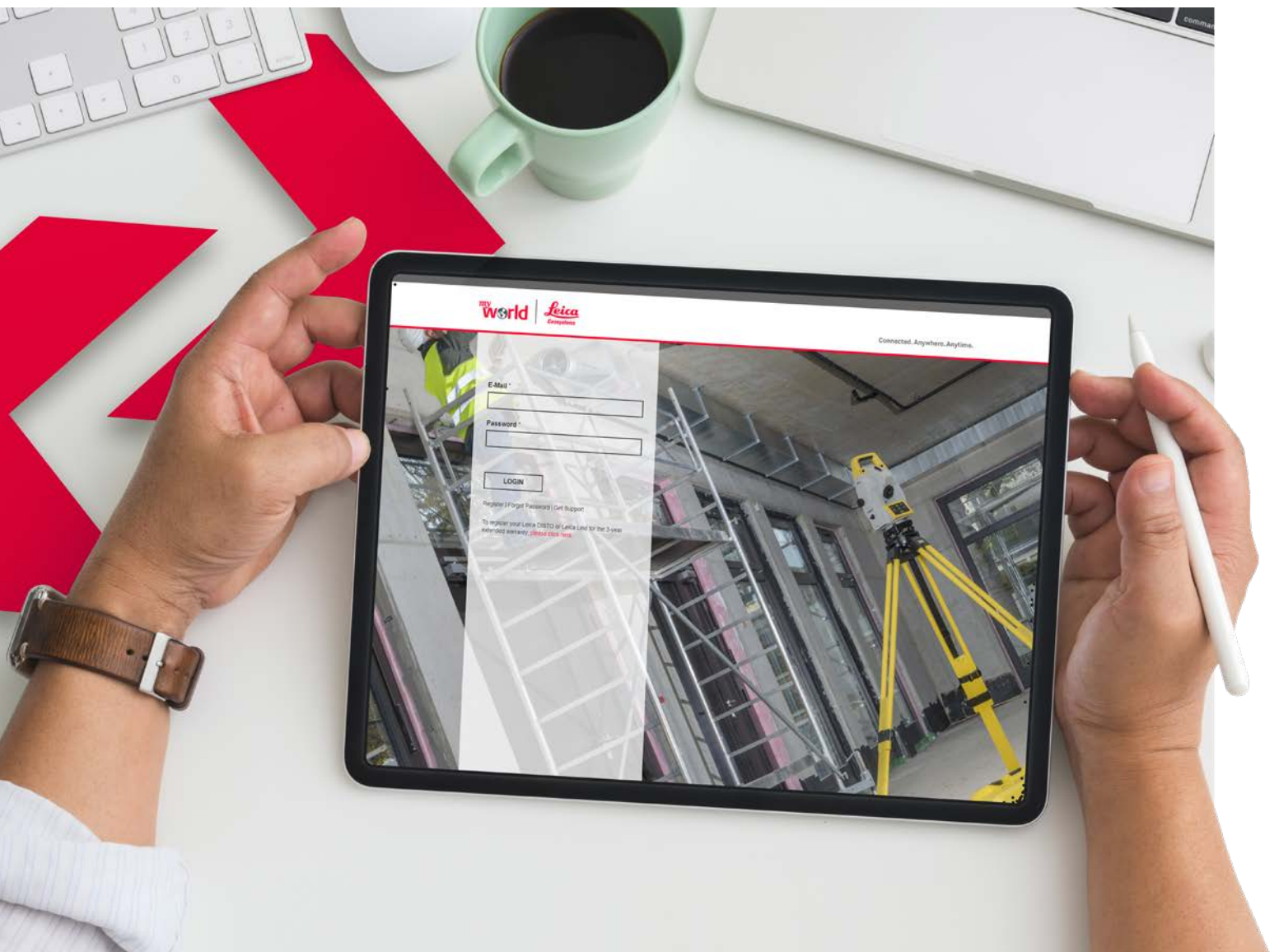
Each sales office enhances the standard Customer Care Package with local resources, delivery networks, local language and knowledge of local methods.

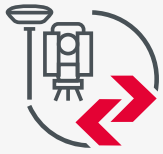
myWorld Customer Portal

Connected. Anywhere. Anytime.

Stay connected - wherever you are and at any time. Through our customer portal, myWorld, you can access all the information needed for a successful operation: product news and updates, user manuals, new software releases, training, support and other services to keep your equipment and teams running. Detailed information on individual products and their service history aids in maintaining their value while enabling maximum efficiency and productivity.

Additionally, myWorld offers training and support for your employees to ensure they stay up to date with new products and product features, utilising them properly daily to support smooth operations.





myProducts

Benefit by staying up to date and getting the most out of your products.

- View detailed information about your products (available options, licenses, CCPs, etc.).
- Stay up to date with the latest documentation and software updates.



myService

Profit from an overview on service cases that allows you to plan equipment availability.

- Have instant access to the status of current service cases
- View the complete service history of your products.



mySupport

Professional support at your convenience enables you to maintain maximum productivity.

- Create support cases online that are answered by skilled professionals.
- View the complete history of your support cases.



myLearning

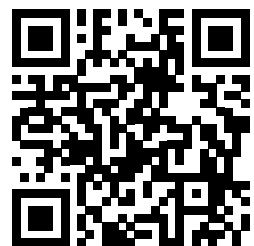
Increase your product knowledge and productivity.

- Benefit from online training courses to learn more about your products.
- Keep up to date with the latest information on your products.



Register today at myworld.leica-geosystems.com

Some features may not be available in all markets.



Leica Geosystems - when it has to be right

Revolutionising the world of measurement and survey for nearly 200 years, Leica Geosystems, part of Hexagon, creates complete solutions for professionals across the planet. Known for premium products and innovative solution development, professionals in a diverse mix of industries, such as aerospace and defence, safety and security, construction, and manufacturing, trust Leica Geosystems for all their geospatial needs. With precise and accurate instruments, sophisticated software, and trusted services, Leica Geosystems delivers value every day to those shaping the future of our world.

Hexagon is a global leader in sensor, software and autonomous solutions. We are putting data to work to boost efficiency, productivity, and quality across industrial, manufacturing, infrastructure, safety, and mobility applications.

Our technologies are shaping urban and production ecosystems to become increasingly connected and autonomous – ensuring a scalable, sustainable future.

Hexagon (Nasdaq Stockholm: HEXA B) has approximately 20,000 employees in 50 countries and net sales of approximately 3.8bn EUR. Learn more at hexagon.com and follow us @HexagonAB



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