Příloha č. 1

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**1. Definice plnění v rámci servisní smlouvy**

* **Servisní plnění zařízení zahrnuje** xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

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* **Záruka/servisní plnění Brukeru se nevztahuje** xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

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* **Záruka/servisní plnění Brukeru se nevztahuje, resp. se neposkytuje** mj., xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

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**2. Řádné nahlášení závady**

* Řádné nahlášení závady lze provést třemi způsoby (viz i SoD):
1. e-mailem na xxxxxxxxxxxxxxxxxxxxxxxxx
2. elektronickým formulářem: xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
3. telefonicky na Hotline tel.: xxxxxxxxxxxxxxxx
* Při hlášení závady je třeba uvést:
1. Vaše kontaktní údaje
2. typ a sériové číslo přístroje
3. popis závady, verze software, případně screenshoty errorových hlášek
4. Vaše návrhy na datum a způsob servisu

**3. Obsah xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx**

**xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx -** xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx:

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* Vzdálená podpora formou vzdáleného přístupu přes TeamViewer.

**4. Pozáruční servis bez uzavřené servisní smlouvy nebo nad rámec sjednaného základního plnění Brukeru (vícepráce)**

* **Provádění veškerých oprav** xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

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* **Nelze garantovat reakční dobu ani nástup na opravu.** xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

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	+ **Aktuální ceny náhradních dílů** xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

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