



Giesecke+Devrient
Creating Confidence

G+D[®] Service Packs

High-value service packs tailored
to your individual needs

**+ Maximizing System Availability
and Efficiency**

+ Safeguarding Investment

+ Reducing Costs

Available for: ProNote[®] Family, BPS[®] C1, BPS[®] C1s,
BPS[®] C2, BPS[®] C5, BPS[®] C^{evo}[®] Family, BPS[®] M3, BPS[®] M5,
BPS[®] M7, BPS[®] M^{evo}[®] Family, BPS[®] X9

For further information please reach
out to your G+D representative or
contact info@gi-de.com.

G+D Service Packs

Choose between Starter Care, Premium Care and Enterprise Care

On-Premises Support			Optional
Corrective Maintenance (On-site) – Advanced Response Times (4h)			Optional
Maintenance (On-site) – Advanced (Sat-Sun)			Optional
Maintenance (On-site) – Advanced (Mon-Fri)			Optional
Extended Machine Usage		Optional	Optional
G+D Care Center – Advanced	Optional	Optional	Optional
C ^{evo} License (BPS C2 ^{evo} , BPS C5 ^{evo}) OR M ^{evo} License (M-Segment Systems)	Optional	Optional	Optional
Additional Preventive Maintenance	Optional	Optional	Optional
Software Deployment		Optional	✓
Preventive Maintenance (On-site)*	Optional	✓	✓
Corrective Maintenance (On-site)		✓ 2 Business Days	✓ 1 Business Day
Spare Parts		✓	✓
Counterfeit Adaptation	✓	✓	✓
G+D Care Center	✓	✓	✓
Runtime	1 year	1 or 3 years**	1, 3 or 5 years**
	Starter Care	Premium Care	Enterprise Care

All services are based on 1 shift / 5 days (~ 2,000 operation hours or 80 million banknotes per year).

*Preventive maintenance is performed according to each product's technical manual

**Runtime depends on system condition and requested additional services