

Service contract



Software update

- Technical updates related to software and hardware operation
- Updates according to (inter)national guidelines and certifications
- Processing customer feedback, wishes and remarks from client test sessions



New games/routes

- Periodically get a new exercise or game on your SilverFit system
- Monthly new biking routes (SilverFit Mile)



Support

- Online and telephone support in case of technical problems
- On-site support when parts need to be replaced
- Hardware guarantee for 1 year



Advantages

- Optimal use of your SilverFit system
- First year for free with a 3-year service contract
- Discount when purchasing multiple SilverFit systems at one location



User training (online or on-site)

- Introductory meeting SilverFit systems
- Annual SilverFit update training



User meeting

- User meeting for professionals
- Creative use of SilverFit systems (aimed at activity and welfare supervisors as well as other staff, informal carers and family members)



(Inter)national events

- Tour SilverFit Mile, a two-week cycling competition for residential care homes across Europe
- SilverFit Alois Party, a week where people with dementia are put in the spotlight