

## Service level Agreement

The professional Service level agreement (PSLA) of gauges comes at a premium price. and brings the following benefits.

Here's an overview:

- professional customers have higher demands in terms of delivery time, often linked to deadlines. We have to meet these requirements and therefore change our normal production schedule.
- Professional customers rely on high technical support, especially when it comes to assist on software connection to different simulators. This can require multiple hours of programming and that comes at a premium price. (not included in the standard SLA)
- Most of the time, professional gauges require a different faceplate, resulting in hours of artwork and linked to that a different calibration of the gauges, resulting in more programming.
- When these customers have a faulty gauge, they expect it to be replaced with high priority, so we keep the components in stock.
- the guarantee is extended to two years.
- The overall benefit of these commercial range gauge is that they can be used and sold as being part of the commercial simulator. The license fee to benefit from this feature is included in the price of the SLA.

### **HOW TO PROCEED?**

If you are a professional customer and are interested in using our gauges in your simulator panel or if you operate/sell or service a commercial flight simulator featuring our gauges, then **you must acquire the Professional Service Level Agreement.**

Please send us an e-mail with your requirements and we'll send you a quote in reply [.Contact us for more info](#)

If you need gauges that are specific to certain type of aircraft/panels, then Flight Illusion B.V. can help you. This branch is specialized in developing custom gauges or modules.

### **THIS IS OUR PRICING FOR SLA:**

Up to 5 pcs	PSLA-1	750 EUR
Up to 10 pcs	PSLA-2	1000 EUR
More than 10 pcs	PSLA-3	1250 EUR