



LEICA S2



LEICA S2

Contact

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Japan

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LEICA PREMIUM AND PLATINUM SERVICE

You take the pictures, and we'll take care of your equipment

www.s.leica-camera.com

The world of S2

The LEICA S system is sold exclusively through qualified specialist dealers offering professional photographers the best possible advice and support. At Leica itself a special team is dedicated only to the S system and maintains direct contact with customers. Perfect support, short communication channels and direct contact are a matter of course for a benchmark camera system.

Service

The additional service packages for the S2 and the S lenses further ensure the availability of the camera, providing, as it were, the safety parachute for professional photographers who have to rely on the 100% availability of their camera systems even under rough everyday conditions. The service packages can be purchased separately for camera and lens from specialist dealers. These specialist retailers are the first point of contact when service is required and they also organize any further action.

12-month warranty

All items of the S system are sold with a 12-month warranty from the date of purchase. For all S users there is a separate repair helpline for ensuring fast and efficiently shortened service channels and for prompt treatment of any problems. Leica also guarantees the availability of all replacement parts for at least six years.

Premium service package

The Premium service package extends the full scope of the warranty to two years. Should a defect occur within the first three months, the product is exchanged without further ado. Premium customers also receive a 30% discount on repairs for damage caused by impact and not covered by the warranty.

Platinum service package

In addition to all the services of the Premium package, Platinum customers have the right to a replacement unit for the period of the repair. In most regions a replacement unit can be made available free of charge within 24 hours. And so that the camera doesn't fail in the first place, first-time maintenance by Customer Service is free of charge, and this also includes the camera shutter and lens.

Overview of the service packages for S2 body and S2 lenses

Service package/feature	Warranty	Premium Service	Platinum Service
Validity <small>(always starts from date when S product was purchased)</small>	12 months	24 months	24 months
1-year warranty extension		x	x
special Leica repair helpline	x	x	x
exchange within the first three months after purchase of new camera		x	x
spare parts availability 6 years	x	x	x
30% repair charge discount		x	x
free of charge loan service during repair (24h)			x
servicing free of charge (incl. one shutter replacement)			x

Further information, details and conditions for the individual service packages together with a list of the specialist dealers and national representative agents are available at www.s.leica-camera.com.