

# PRODUCT LIFE MANAGEMENT

AUTOMATIC EQUIPMENT



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Commissioning

### Entire lifetime

- Valued Technical & Service Support

**1 Year**  
End of warranty

**8 Years \***  
Limited warranty  
on preventive maintenance

**10 Years \***  
Sale of spare parts  
upon availability

**> 10 Years \***

- Under warranty
- Functional updates
- Bug fix
- Free remote support

- Availability of equipment updates
- Preventive maintenance
- Remote support
- Curative intervention
- Repair center

- Remote support
- Spare parts or alternative solutions
- Curative intervention
- Repair center

- Troubleshooting service with no guarantee of results
- Repair center under conditions

\* = *minimum period*  
Detailed information on the next page

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### Entire lifetime

- Our commitment is to provide valued technical & service support, to ensure optimal equipment performance. We are dedicated to ensuring that your A&R equipment operates optimally, guaranteeing accurate lens inspection.

### 1 Year - Under warranty

- A service that guarantees to set up and maintain the machine operational as outlined in the specification document.
- Functional updates - any request related to the equipment specifications will be analysed (OS upgrade not included).
- Bug fix resolution.
- The warranty covers spare parts (except wear parts, consumables & incorrect use) and A & R's labor costs during this period. Travel expenses, accommodation costs and applicable taxes are at the customer's charge.

### 8 Years \*

- Availability of all updates developed for compatible equipment.
- Preventive maintenance that ensures the machine's performance remains identical as the initial operating period, for equipment under service contract (validation with metrological lenses).
- Curative intervention on site on defective equipment with a guarantee of optimal operation of the equipment at the end of the intervention.
- Repair center : this intervention is carried out on the basis of a paid quote (which is deducted from the invoice in the case of order). For customer under service agreement, paid quote is not applied.
- Remote support.

### 10 Years \*

- Curative intervention: on site or at the repair centre on equipment. This service ensures the operational maintenance of the machine.
- Repair center: this intervention is carried out on the basis of a paid quote (which is deducted from the invoice in the case of order).
- Remote support.
- Availability of spare parts or alternative solutions to keep the machine in optimal working condition.

### > 10 Years \*

- Troubleshooting service with no guarantee of results.
- Repair center on paid quote.
- In case of the paid quote exceeds 50% of the residual price of the equipment, the equipment will be decommissioned.

\* = minimum period