

# HORIBA



Customer Services



**ACTIVA**  
Maintenance Contracts

HORIBA France SAS	Activa	Service contracts	
		Silver	Bronze
<b>Services Support</b>			
Preferential response time		✓	✓
Hotline Phone support		✓	✓
E-mail response time in hours (working days)		48	48
Remote diagnosis		✓	✓
Discount on multiple contracts on a single site		✓	✓
<b>On-site repair services</b>			
Repair visit(s)		1	x
Instrument spare parts included in contract		x	x
Instrument consumables kit for annual maintenance included #1300095237		Optional	Optional
Consumables kit for annual maintenance sample changer #1300095255		Optional	Optional
Spare parts included for cooler accessory		x	x
Spare parts included for sample changer accessory		x	x
Spare parts included for N2 generator accessory		x	x
Maximum on-site intervention time (in working days)		5	7
Additional repair visit beyond the contract (4 h on site)		Optional	Optional
<b>Maintenance services</b>			
Annual on-site preventive visit		1	1
Instrument operating software updates (same version)		✓	✓
<b>Compliance services</b>			
Operational Qualification (OQ) discount		10%	5%
<b>Parts and consumables</b>			
Discount on spare parts, consumables and standards (solid and chemical)		10%	5%