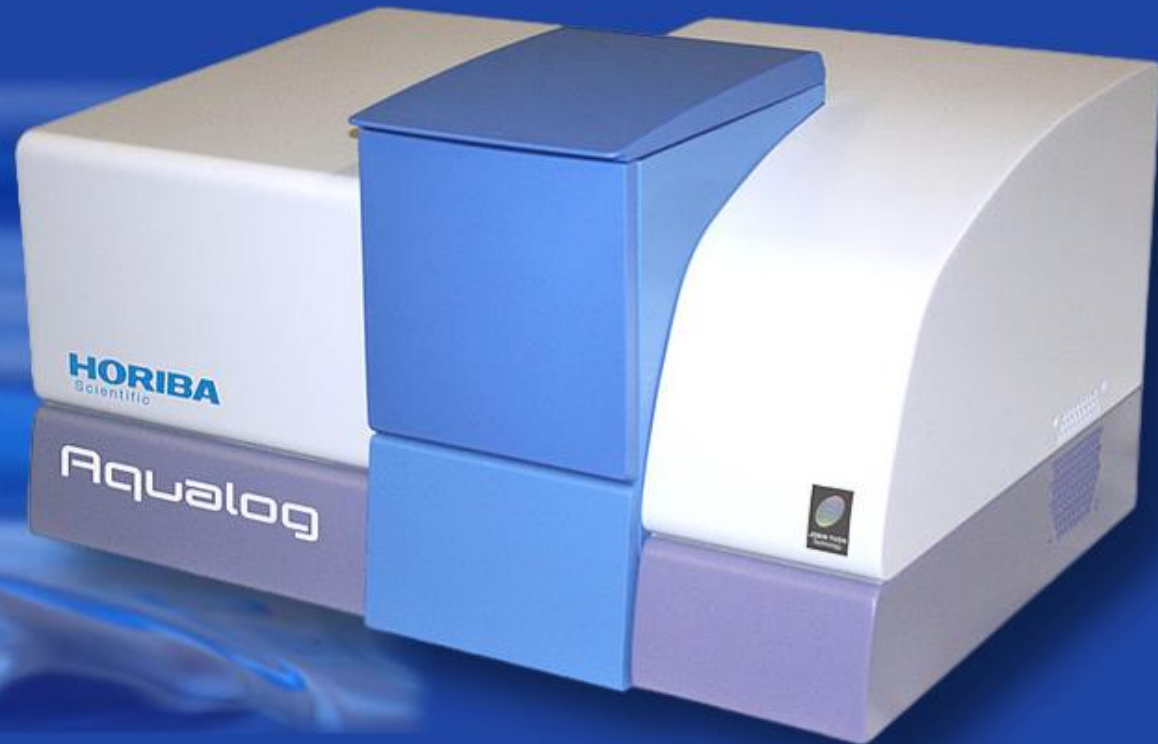


# HORIBA



Customer Services



**Aqualog**  
Maintenance contracts

HORIBA France SAS	Aqualog	Service contracts		
		Gold	Silver	Bronze
<b>Services Support</b>				
Preferential response time	✓	✓	✓	
Hotline Phone support	✓	✓	✓	
E-mail response time in hours (working days)	24	48	48	
Remote diagnosis	✓	✓	✓	
Discount on multiple contracts on a single site	✓	✓	✓	
<b>On-site repair services</b>				
Repair visit(s)	Unlimited	1	x	
Instrument spare parts included in contract	✓	x	x	
Xenon lamp 150W included in the contract	✓	✓	✓	
Maximum on-site intervention time (in working days)	3	5	7	
Additional repair visit beyond the contract (4 h on site)	Included	Optional	Optional	
<b>Maintenance services</b>				
Annual on-site preventive visit	1	1	1	
Instrument operating software updates (same version)	✓	✓	✓	
<b>Compliance services</b>				
Operational Qualification (OQ) discount	15%	10%	5%	
<b>Parts and consumables</b>				
Discount on spare parts, consumables and standards (solid and chemical)	15%	10%	5%	