

HORIBA



Customer Services



Auto SE Maintenance Contracts

HORIBA France SAS	Auto SE	Service contracts		
		Gold	Silver	Bronze
Services Support				
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	✓	✓	✓	
On-site repair services				
Repair visit(s)	3	1	x	
Instrument spare parts included in contract	✓	x	x	
Halogen lamp included in contract (change during maintenance visit)	✓	✓	✓	
Maximum on-site intervention time (in working days)	3	5	7	
Additional repair visit beyond the contract (4 h on site)	Optional	Optional	Optional	
Maintenance services				
Annual on-site preventive visit	1	1	1	
Instrument operating software updates (same version)	✓	✓	✓	
Compliance services				
Operational Qualification (OQ) discount	15%	10%	5%	
Parts and consumables				
Discount on spare parts, consumables and standards (solid and chemical)	15%	10%	5%	