



## EMIA-Expert Maintenance Contracts

HORIBA France SAS EMIA Expert	Service contracts			
	Platinum	Gold	Silver	Bronze
<b>Services Support</b>				
Preferential response time	✓	✓	✓	✓
Hotline Phone support	✓	✓	✓	✓
E-mail response time in hours (working days)	24	24	48	48
Remote diagnosis	✓	✓	✓	✓
Discount on multiple contracts on a single site	✓	✓	✓	✓
<b>On-site repair services</b>				
Repair visit(s)	Unlimited	Unlimited	1	x
Instrument spare parts included in contract	✓	✓	x	x
Consumables kit for annual maintenance included	✓	✓	Optional	Optional
Consumables kit for 1,000 high-performance measurements	✓	Optional	Optional	Optional
Maximum on-site intervention time (in working days)	2	3	5	7
Additional repair visit beyond the contract (4 h on site)	Included	Included	Optional	Optional
<b>Maintenance services</b>				
Annual on-site preventive visit	1	1	1	1
Instrument operating software updates (same version)	✓	✓	✓	✓
<b>Compliance services</b>				
Operational Qualification (OQ) discount	20%	15%	10%	5%
<b>Parts and consumables</b>				
Discount on spare parts, consumables and standards (solid and chemical)	20%	15%	10%	5%