



## EMIA-Step Maintenance Contracts

HORIBA France SAS	EMIA Step	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%