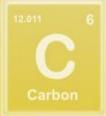
HORIBA







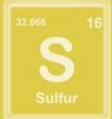














EMIA-Step **Maintenance Contracts**

HORIBA France SAS EMIA Step		Service contracts			
	Platinum	Gold	SILVER	Bronze	
Services Support					
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	✓	✓	✓	✓	
On—site repair services					
Repair visit(s)	Unlimited	Unlimited	1	×	
Instrument spare parts included in contract	✓	✓	×	×	
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	
Maintenance services					
Annual on-site preventive visit	1	1	1	1	
Instrument operating software updates (same version)	✓	✓	✓	✓	
Compliance services					
Operational Qualification (OQ) discount	20%	15%	10%	5%	
Parts and consumables					
Discount on spare parts, consumables and standards (solid and chemical)	20%	15%	10%	5%	