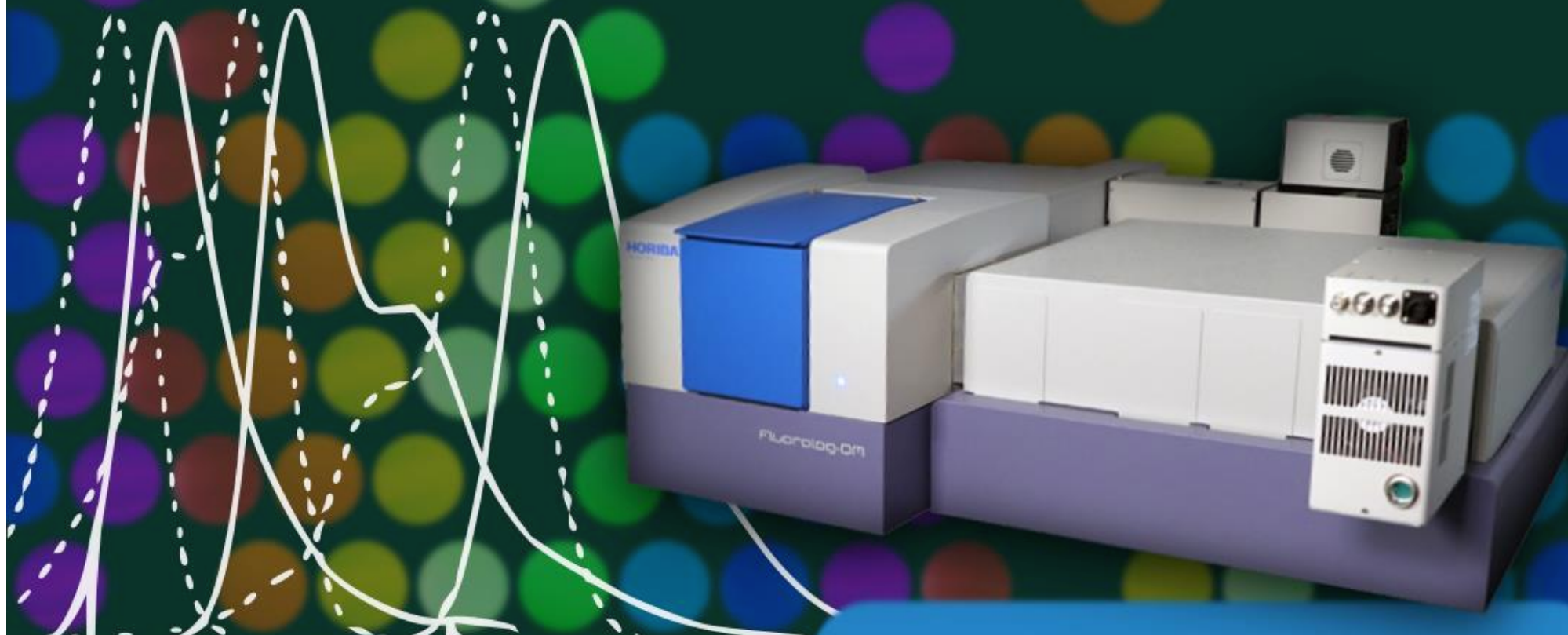


HORIBA



Customer Services



Fluorolog-QM™ Series
Maintenance contracts

HORIBA France SAS Fluorolog-QM™ Series	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)	Unlimited	1	x
Instrument spare parts included in contract	✓	x	x
Xenon lamp 450W 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
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%