

HORIBA



Customer Services



Ultima Series
Maintenance contracts

| HORIBA France SAS Ultima Series | 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 | x |
| Instrument spare parts included in contract | ✓ | ✓ | x | x |
| Instrument consumables kit for annual maintenance included #1300095237 | ✓ | ✓ | Optional | Optional |
| Consumables kit for annual maintenance sample changer #1300095255 | ✓ | Optional | Optional | Optional |
| Spare parts included for cooler accessory | ✓ | Optional | x | x |
| Spare parts included for sample changer accessory | ✓ | Optional | x | x |
| Spare parts included for N2 generator accessory | ✓ | Optional | x | x |
| 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% |