

# HORIBA



Customer Services



**XploRA Series  
Maintenance contracts**

HORIBA France SAS XploRA Series	Service contracts		
	Gold	Silver	Bronze
<b>Services Support</b>			
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	✓	✓	✓
<b>On-site repair services</b>			
Repair visit(s)	Unlimited	1	x
Instrument spare parts included in contract	✓	x	x
Maximum on-site intervention time (in working days)	5	7	10
Additional repair visit beyond the contract (4 h on site)	✓	Optional	Optional
<b>Maintenance services</b>			
Annual on-site preventive visit	1	1	1
Instrument operating software updates (same version)	✓	✓	✓
<b>Compliance services</b>			
Operational Qualification (OQ) discount	15%	10%	5%
<b>Parts and consumables</b>			
Discount on spare parts, consumables and standards (solid and chemical)	15%	10%	5%