

File: 170410 Optocraft Service, Support - Essential information v06.docx

Optocraft aims to provide high quality service, support and consulting. This brief document shall inform the customer about the standard service/support provided by Optocraft and help the customer to prepare as best as possible in order to receive fast and productive service and support.

Please note: this document may be changed by Optocraft without further notice.

“Help yourself” questions and procedures for the customer:

- Follow Solution and escalation procedure, see flow chart in the appendix
- Check standard operating procedure (if any) and follow the instructions
- Check whether power supply is in good condition and firmly connected
- Check data cable is in good condition and firmly connected
- Check cleanliness, use conditions (environment, lighting conditions, etc.), etc. according to standard operation procedures and improve where necessary
- Try to reproduce situation; also after rebooting the PC
- Check whether the potential request has to do with the instrument delivered by Optocraft or with the sample under test
- If problem persists, ask system supervisor on site

In case OC is contacted the following information must be provided:

- S/N of the product
- Name of the product
- Data (e.g. pictures, SHSWorks shz data files, data recorder files, etc.) that shows, reproduces or represents the question or issue
- Short and precise description of the situation and of the measures that have been taken already.

Rules for remote support and data transfer

- TeamViewer is Optocraft’s standard for remote support. Use of other remote software and following consequences needs to be agreed upon.
- Remote support via TeamViewer is arranged case by case, date/time have to be mutually agreed upon.
- TeamViewer Client is available for download on the Optocraft website.
- Optocraft may record the TeamViewer sessions for documentation purposes.
- Data transfer between Optocraft and the customer can be performed via email, external USB storage media or via upload/download on Optocraft FTP server.

Service/Support/Consultation/Customer visits

Cost may apply for example for service, support, consulting or maintenance visits that falls outside warranty or reasonable after-sales-support. Please ask Optocraft case by case for more information.

For service/support cases which do not fall within the liability of Optocraft (e.g., warranty, customer sample related topics, improper use conditions, etc.), OC shall notify (e.g., by email or by quote) the customer of whether and what cost may apply. After purchase order or agreement to bear the cost, OC will start to provide the requested service or support.

For some cases the category only becomes clear after the service/support case has been solved or a reasonable effort has been put into its resolution. Thus, Optocraft may record working time related to service/support cases and at its own choice report to customer at any time. Customer and OC shall then discuss in good faith and agree on a reasonable compensation for the work already done and for the work in future. The basis for this shall Optocraft's service price list.

Spare parts:

Optocraft usually has some consumables and spare parts on stock but does not guarantee availability. The spare parts are used on a first come first serve basis.

If not on stock at Optocraft, delivery times of more than 1 month can occur until needed/ordered spare parts could be sent out to the customer. For a 100% availability, the customer is responsible to purchase and keep spare parts.

A „swap-in unit“ is a preassembled subsystem of a complete measurement device. This can be necessary or advisable in cases where the normal operation has to be reset very quickly. These cases are normally discussed case by case, as specially trained personal is required on site.

Optocraft availability, contact data, reaction time:

Please contact the company first from which the product has been purchased. This can also be a distributing partner of Optocraft.

Optocraft can be reached as follows:

Mo – Fr, 9am-5pm German time, except public or company holidays (e.g. Christmas)

Service and support: support@optocraft.de

Please make sure that persons contacting Optocraft must speak proper German or English and must have been trained in usage of the instrument.

In case of service requests, Optocraft will normally send a “qualified acknowledgment” (“qualified response” = response about received request and information what steps are taken and when in order to approach a solution) within two work days. In case the customer qualifies a service request as “urgent” and states that in his request (e.g. breakdown of instrument within a production line), Optocraft will send a “qualified acknowledgement” within 1work day.

Appendix

Solution and escalation procedures, flow chart

