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## 1 Preamble

Optocraft provides 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/support.

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

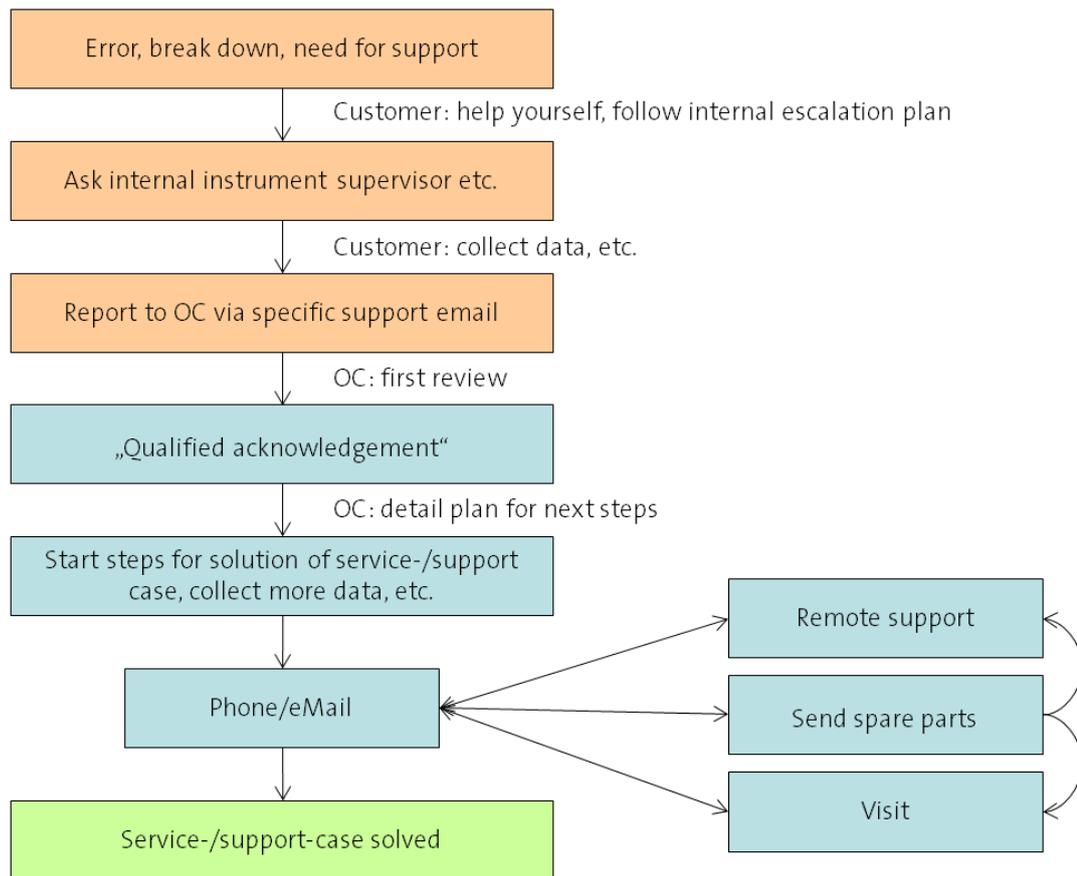
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## 2 Operational and process guidance for service/support

### 2.1 Flow-Chart "Solution and escalation procedures"

The process of service/support between Optocraft and the customer shall follow the following flow-chart:

#### Solution and escalation procedures, flow chart



### 2.2 "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

### 2.3 In case Optocraft is contacted the following information must be provided

- S/N of the product

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- Name of the product
  - SHSWorks Software Version which was used (Version number, e.g. 11.019.2, SVN number)
  - Data (e.g. pictures, SHSWorks shz or sha 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
  - List of recent changes to the system (if any), e.g. change of network interface card, movement to another place, installation of 3<sup>rd</sup> party software like virus scanners, strange behavior of other software,...

## **2.4 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.
- For remote support an internet connection with download 16 Mbit/s and upload 2Mbit/s is required.
- Optocraft may record the TeamViewer sessions for documentation purposes.
- Data transfer between Optocraft and the customer can be performed via email or via upload/download on Optocraft data exchange server.
- Customer must ensure suitable user access rights to the PC so Optocraft can execute all necessary actions.

## **3 Instructions for repair and user serviceable parts**

Generally Optocraft offers to perform all necessary repairs for its products. In this way warranty (if applicable and still valid) and system safety can be ensured.

For reasons of practicability there are procedures for certain user serviceable parts (documented for each system separately) which the customer can perform on site without voiding warranty or endangering system safety. Customers' staff performing these procedures need to have suitable qualification (e.g. engineer level, etc.).

To shorten down-time there are additionally certain repair procedures which the customer can perform at his own risk but with Optocraft's support (by providing documentation). Influence on warranty and system safety need to be discussed case by case. Customers' staff performing these repair procedures need to have suitable qualification (e.g. engineer level, etc.).

All repairs beyond this scope need to be executed by Optocraft. In case the customer decides to perform these anyway, he must be aware that

- a) The customer does this completely at its own risk.
- b) Optocraft will not support these repairs in any way.
- c) Warranty will be void and Optocraft is not liable for this system's safe operation afterwards.
- d) The system can possibly deliver wrong results.

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## **4 Cost and compensation**

### **4.1 Compensation for Service/Support/Consultation/Customer visits**

Optocraft may charge the customer for service, support, consulting, maintenance visits, etc. that fall outside warranty or reasonable after-sales-support (here collectively called "service/support"). Compensation for such service/support can be paid within different models. The basis for this shall be Optocraft's service/support work time recording including the hourly rates that are listed in there. The customer and Optocraft shall settle an agreement under which model service/support shall be compensated. Such models are typically:

- A. Well defined work packages, e.g., maintenance visits, repair, etc.. Direct quotation and purchase order ahead of time of the work.
- B. Ongoing service/support, e.g., varying requests on a daily basis, etc.. Direct invoice based on corresponding work time recording, either case by case or in periodic intervals.
- C. Frame contract for service/support packages (e.g., annual) for ongoing service/support, e.g., varying requests on a daily basis, etc.. These packages shall be agreed upon and a purchase order shall be placed by the customer. Optocraft places invoices in periodic intervals.
- D. Any other way which has been agreed between Optocraft and the customer in order to compensate the service/support cost.

For service/support cases which do not fall within the liability of Optocraft (e.g., customer sample related topics, improper use conditions, etc.), Optocraft shall notify (e.g., by email or by quote) the customer of what cost may apply.

For some cases it only becomes clear whether the service/support is within the liability of Optocraft or of the customer, after the 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 Optocraft shall then discuss in good faith and agree on a reasonable compensation for the work already done and for the work in future.

### **4.2 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 one 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.

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## **5 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](mailto: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 intends to 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 typically two work days.