

# Service contract conditions for Quantum Design systems

## Service and maintenance plans

All new Quantum Design systems are covered by one year of warranty. In the frame of QDESC promotional program\*, most of these systems are additionally covered by two years of **ServicePro Light**.

After the warranty and the **ServicePro Light** service time is over, we provide service according to our established **Basic** service plan, just like we support all senior systems.

All systems covered by **Basic** or **ServicePro Light** service can now be upgraded to **ServicePro**.

### ServicePro benefits at a glance

- Fast and straightforward troubleshooting
- Priority e-mail and phone access to our service and application engineers and technicians
- Priority remote diagnostic sessions via TeamViewer
- One annual on-site visit up to one full day
- One day individual training at QD European Service Center Darmstadt
- Free loans for troubleshooting, no official order required
- Possibility to deposit funds for covering upcoming expenses

### Service plan advantages

	Basic	ServicePro Light	ServicePro
On-site visits	Regular fee	Regular fee	Up to one full day (travel and labor included)
Individual training at QDESC Darmstadt or remotely	Regular fee	1 day per year, (travel expenses not covered)	1 day per year, (travel expenses not covered)
Telephone and e-mail support (business hours MET)	Yes	Priority	Priority
Remote diagnosis	Yes	Priority	Priority
Software upgrades for existing options	Included until further notice	Included	Included
Remote assistance for setting new computer with Windows10	Fixed fee	Included	Included
Loans for troubleshooting	Parts are quoted individually	Free of charge, excluding shipment and customs fees [1]	Free of charge, excluding shipment and customs fees [1]
Consumables	Regular fee	10% discount [2]	10% discount [3]
[1] Max. parts value 15.000,- €, subject of availability [2] Evercool maintenance parts not included [3] Evercool maintenance parts included in continuous ServicePro of min. 2 years			

\*Limited time offer