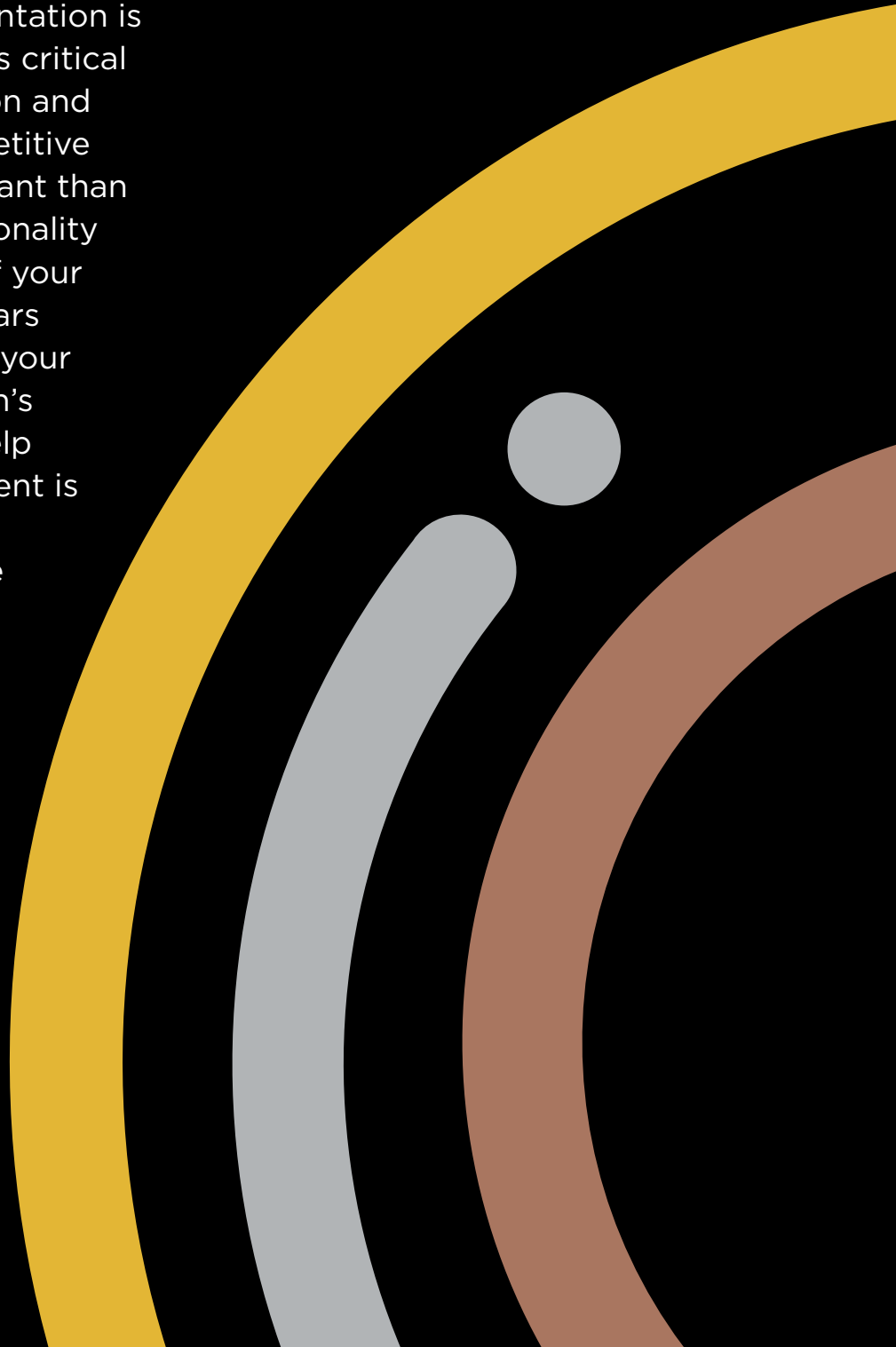


SUPPORT CONTACT EXAMPLE

Metrology & Instrumentation Annual Support Programs 2022/23

Your metrology instrumentation is a major investment that is critical to your business operation and success. In today's competitive climate, it is more important than ever to extend the functionality and peak performance of your metrology equipment years beyond the expiration of your factory warranty. CN Tech's Support Programs will help ensure that your investment is protected, and that you and your instrument's are always operating at peak performance



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CN Tech's Support Programs are an economical way to guarantee optimal working condition:

- ✓ Annual Preventive Maintenance
- ✓ Priority Technical Assistance
- ✓ Preferred Parts Availability
- ✓ On-Site User Training
- ✓ Remote Diagnostics
- ✓ No surprise repair expense and much more!

GOLD	SILVER	BRONZE
✓ On-site product training		
✓ Emergency repairs (4 visits) included ¹	✓ Emergency repairs (1 visit) included ¹	
✓ All repair parts included ²	✓ 20% discount on all repairs ²	
✓ Exchange/expedited repair program ³	✓ Exchange/expedited repair program ³	
✓ Annual preventive maintenance	✓ Annual preventive maintenance	✓ Annual preventive maintenance
✓ Remote diagnostic services	✓ Remote diagnostic services	✓ Remote diagnostic services
✓ Telephone response within 8 business hours ⁴	Telephone response within 8 business hours ⁴	✓ Telephone response within 8 business hours ⁴

Avoid costly shutdowns, reduce repair times, and improve uptime!

SUPPORT CONTACT EXAMPLE

Metrology & Instrumentation
Annual Support Programs 2022/23



SUPPORT ELEMENT	GOLD	SILVER	BRONZE
ON-SITE SUPPORT			
Annual preventive maintenance (including all travel expenses)	✓	✓	✓
Repairs ¹ (including all travel expenses) ⁴	✓ 4 call outs	✓ 4 call outs	✗
Product user training: one day (performed following the PM or repair during the same visit)	✓	✗	✗
PARTS			
Repairs (parts & labour) ²	✓	✓ 20% discount	✗
Exchange/expedited repair program ³	✓	✓ 20% discount	✗
Stocking locations	✓ Regional	✓ Regional	✓ Regional
Consumables	✓ List price	✓ List price	✓ List price
CUSTOMER SUPPORT SERVICES			
Technical assistance	✓	✓	✓
Remote diagnostic services	✓	✓	✓
PSupport ticket tracking	✓	✓	✓
Telephone/email response time ⁴	✓ 8 business hours	✓ 8 business hours	✓ 8 business hours

TO QUALIFY FOR CN TECH'S SERVICE PROGRAM

- Instrument is currently under warranty or system qualified by CN Tech engineer
- Instrument must be a currently supported product and revision

¹ 12-month on-Site Support to commence after successful annual preventative maintenance visit. Terms and conditions apply.

² Accidental damage and misuse not included - Parts and labour will be quoted at list price. Terms and conditions apply.

³ If available.

⁴ Weekends and UK national holidays are not included.