

Beam delivery system Service & Support

Warranty

| | | |
|-----------------------------------|-------------------------|---|
| Duration | 12 months | ✓ |
| Email & Tel. support | included | ✓ |
| Spare parts (excl. X-ray tube) | included | ✓ |
| X-ray Tube | included | ✓ |
| On-site Repair | not included | ✗ |
| Factory Repair | included | ✓ |
| Transport Costs | Inbound not included | ✗ |
| | Outbound included | ✓ |

Standard

| | | |
|-----------------------------------|-------------------------|---|
| Duration | 12 months | ✓ |
| Email & Tel. support | included | ✓ |
| Spare parts (excl. X-ray tube) | included | ✓ |
| X-ray Tube | not included | ✗ |
| On-site Repair | not included | ✗ |
| Factory Repair | included | ✓ |
| Transport Costs | Inbound not included | ✗ |
| | Outbound included | ✓ |

Premium

| | | |
|-----------------------------------|----------------------|---|
| Duration | 12 months | ✓ |
| Email & Tel. support | included | ✓ |
| Spare parts (excl. X-ray tube) | included | ✓ |
| X-ray Tube | included | ✓ |
| On-site Repair | included | ✓ |
| Factory Repair | included | ✓ |
| Transport Costs | Inbound included | ✓ |
| | Outbound included | ✓ |

All our GeniX systems are covered with 12 month warranty as a standard. Following the expiration of the initial 12-month warranty period, we offer a number of maintenance contracts.

Our maintenance contracts are straight-forward and simple to understand and there are no hidden costs.

The contracts available are:

- Standard maintenance contract
- Premium maintenance contract

One of our maintenance options will most probably provide the level of cover and service you require for your particular installation and field of application. A breakdown of the cover provided by each contract is provided in the table.



Email & Telephone support : Our Customer Support will help you identify problems and provide quick resolution plans. Your service request will be logged, attended within the next business day and tracked until full resolution.

Spare parts : All spare parts required for maintenance are included at no extra cost both in the Standard and Premium Contract. Critical spare parts are hold on stock at our premises and can be shipped on next business day after identification of the downtime root cause.

X-ray Tube : X-ray tube is fully covered during the initial 12 months warranty period. In the Premium Contract the X-ray tube is also covered without limitation on the number of operating hours and replaced free of charge whenever the tube fails. X-ray tube is hold on stock ensuring fast off-the shelf delivery to any location and reduced customer inventory.

On-site repair : If necessary, our technical experts will conduct on-site troubleshooting and repairs when major faults cannot be solved by remote support or faulty parts replacement.

With the Premium Contract, on-site support is fully covered without extra cost or penalty. Travel and accommodation expenses are also included.

With the Standard Contract, please consult with the Customer Support Service to obtain a quotation for on-site repair.

For non-urgent applications, we can lower costs by sending your instrument for Factory repair.

Factory repair : In all our maintenance contracts, Factory repair of major fault or failure is fully covered without extra cost or penalty. Please note that returns for repair including chargeable repair or warranty repair will not be accepted without a returns material authorization(RMA) number. RMA number is given by our Customer Support service authorizing the return of faulty systems or sub-systems after detailed root cause diagnosis of the failure . The RMA number should be clearly visible on the outside of any package.

Transport Costs : All items should be returned, transportation pre-paid to: Xenocs, Attn: Customer Support 19 Rue François Blumet, 38360 Sassenage, France.

The repaired items will be then returned transportation pre-paid directly to your site.

With the Premium Contract all transportation cost are covered by Xenocs which will organize both inbound and outbound transport.

On-Demand Maintenance

Alternatively, following the expiration of the initial 12-month warranty period, if your system is not covered by any maintenance contract, we can assist you on demand. For this type of support, a quotation will be issued after detailed diagnosis and identification of the default root cause. Email and telephone support will be charged accordingly.

If you would like further information please contact the Customer Support Service.

Xenocs SA
Customer Support
19 Rue François Blumet
38360 Sassenage - France

Phone: +33 4 76 26 95 40
Fax: +33 4 76 26 95 49

www.xenocs.com
support@xenocs.com