

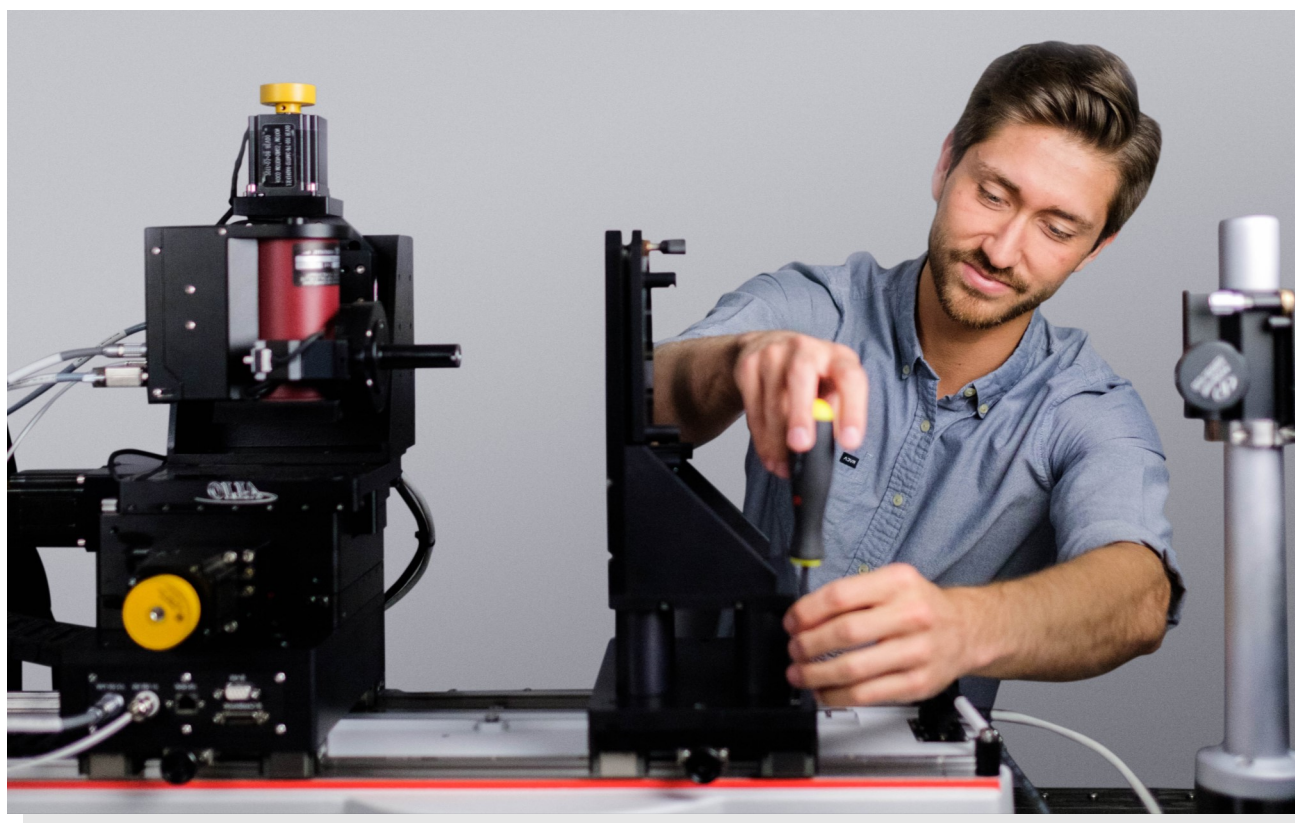


Optikos®

The Optical
Engineering Experts™

SERVICE

Protect your investment with a range of preventive maintenance, support, and priority response options.





EXTENDED SERVICE CONTRACTS PROTECT YOUR INVESTMENT WORLDWIDE

Optikos instruments are precision-engineered for highest reliability and accuracy of measurements, image assessment and other characterizations. Your purchase of an Optikos® metrology instrument or system is covered by our Limited Warranty* and we also offer three tiers of extended service to flexibly meet your needs and ensure peace of mind for years to come.

CHOOSE YOUR COVERAGE AND LENGTH OF SERVICE:	Tier 1: Extended Warranty		Tier 2: Maintenance Contract		Tier 3: Optikos® Comprehensive	
	Choose for basic repair and support		Preventive maintenance, software updates & basic support		Tier 1 & 2 plus priority response and free RMA shipping both ways	
	1-YR	3-YR	1-YR	3-YR	1-YR	3-YR
Phone and web conferencing support	X	X	X	X	X	X
Repair of covered components	X	X			X	X
Annual preventive maintenance & recertification			X	X	X	X
Complimentary software updates			X	X	X	X
Priority response time					X	X
RMA shipping costs					X	X

Choose an extended service plan to ensure that your systems and software are operating at peak performance—with periodic maintenance, certification and updates.

***Limited Warranty:** products manufactured by Optikos are warranted to be free from defects in materials and workmanship under normal use and service, for a period of twelve (12) months from the date of shipment.



Optikos stands behind its products, for issues large or small.

Phone and web conferencing support

Most service-related issues can be solved remotely by our team of expert support engineers via phone or email. We maintain your product information in our secure database, so we are able to get preliminary information on your system before responding to your help request. For intense troubleshooting, or to provide additional training, we can set up a teleconference with remote access control of your computer. To extend the phone and web support provided by our Limited Warranty, choose any 1-year or 3-year service plan.



Our goal is to get you back up and running as soon as possible.

Repair of covered components

You receive a standard 1-year *Optikos® Limited Warranty** at no cost with each standard product purchased, ensuring that any part found to be defective in materials or workmanship under normal use will be repaired or replaced. You can extend this coverage with a 1-year or 3-year *Extended Warranty* or *Optikos® Comprehensive* service plan. If we're not able to resolve your problem remotely and we determine that a repair is needed, a Return Merchandise Authorization (RMA) is issued to receive your product for repair. Although we are not able to guarantee repair turnaround time, our goal is to keep you up and running and RMA's receive priority attention. Typically, the customer pays return freight for a covered repair unless you've chosen the *Optikos Comprehensive* service plan which fully covers RMA shipping costs.



You can depend on peak performance at all times.

Annual preventive maintenance and recertification

Your purchase of a *Maintenance Contract* ensures that your precision Optikos instrument is kept well-tuned, and includes the benefit of an on-site annual visit by an Optikos engineer. Because we're able to see first-hand how your system is being used, we can clear up common areas of confusion with software settings, identify issues of concern that may not be obvious to the user, and provide the type of hands-on assistance that isn't easily matched via email, phone, or remote access. This service helps provide consistent performance and avoid interrupted use.

A typical maintenance visit consists of preventive maintenance activities as needed, alignment and stage checks, and verification of system performance with an audit lens. We allow up to a full day for each piece of equipment. Complicated OpTest® systems usually require a full day of service, but for others, such as a LensCheck™ instrument, the actual recertification activities typically take a few hours, and the rest of the day may be spent providing any required training and/or optimizing your measurement settings and routines. You'll receive a Certificate of Conformance for each system recertified during the visit.



You'll be among the first to receive the latest software updates.

Complimentary software updates

Optikos relies on comments from both our in-house IQ Lab engineers and our customers for ongoing improvements and fixes to our software. With complimentary software updates, you'll be able to take advantage of improvements to software such as OpTest® even with older compatible Optikos equipment in use. When you purchase a *Maintenance Contract* or *Optikos Comprehensive* service plan, software updates can be installed during your annual on-site maintenance visit, or sent electronically with simple installation instructions.



You get the fastest possible response with Optikos® Comprehensive.

Priority response time

We make every effort to accommodate each service customer, and pride ourselves on our general promptness with all service-related issues. But when you purchase this highest tier plan, it gets you to the front of the line—you've paid for it. For example, same-day turnaround is typical for RMAs under this plan, and we also give priority to your maintenance visit scheduling.



Shipping both ways is free for repairs with Optikos® Comprehensive.

RMA shipping costs

When you purchase *Optikos Comprehensive*, we will directly pay for shipping both ways if a component needs to be returned for repairs. With our other service plans, the customer pays the shipping cost for inbound and outbound freight, so your potential savings for larger items with this plan may be significant.

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