



TRUMPF, Inc. SERVICE POLICIES AND PRACTICES FOR MACHINE TOOLS

This document describes **TRUMPF Inc – Farmington, Connecticut** specific Services and Spare Parts Support for Machine Tools Technology (MT).

1. TECHNICAL SUPPORT AND SPARE PARTS SUPPORT “HOTLINE”: TUS offers standard technical phone and spare parts support via the following:

Services & spare parts support teams “toll free hotline” number is:
(844) trumpf1 or (844) 878- 6731*

Email TUS technical support team for non-emergency issues at:
service@us.trumpf.com

Email TUS spare parts team for non-emergency issues at:
spareparts@us.trumpf.com.

2. STANDARD ON-SITE TECHNICAL SERVICE RESPONSE: TRUMP’s Onsite Service Department normal business hours are Monday through Friday 7:00 AM – 5:00 PM EST; holidays excluded. Billing for Services are based on TUS’s hourly service rates for on-site work, in addition to travel time and living expenses. Services will be scheduled only upon TRUMPF’s receipt of a valid hard copy of a Purchaser Order (“PO”) from the Customer. For rare occasions when Emergency Spare Parts & Services are needed, and a PO is unavailable, a “Customer without a Purchase Order Form” can be conditionally accepted by a TUS Service Manager. Services included with the purchase of a system, such as Standard Installation and Warranty work, are provided during normal working hours. For all after normal business hours (“off hours”) service requests, the actual work hours and travel time shall be invoiced to the customer according to the TRUMPF price sheet which is available upon request. We subtract the straight time component to reflect our existing warranty obligation.

3. STANDARD SPARE PARTS RESPONSE: TUS’s Spare Parts Team normal business hours are Monday through Friday 7:00 AM – 7:00 PM EST; holidays excluded. During these hours any Spare Parts request can be filled as regular business, using normal or expedited shipping methods as follows: Warranty Spare Parts (Overnight) ***Subject to part availability**; and Non-Warranty Spare Parts (Ground).

4. WARRANTY SERVICE: Warranty labor is provided during TUS’s Service Department, normal business hours, listed above, at no additional charge.

5. Other: For questions relating to other offered services, such as Tele-Diagnostics, Condition Monitoring or Service Agreements, please contact the TRUMPF Service Department by phone or email as stated above.