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TRUMPF, Inc. SERVICE PRACTICES AND AFTER-SALES SUPPORT FOR LASER TECHNOLOGY

This document describes **TRUMPF Laser Technology Center – Detroit, Michigan ("TUSD")** specific Services and Spare Parts Support for Laser Technology (LT) and Additive Manufacturing (AM) Laser Products.

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

Services & spare parts support teams "toll free hotline" number is:
(833) trumpf1 or (833)878- 6731*
Email tusd technical support team for non-emergency issues at:
service.tusd@us.trumpf.com.
Email tusd spare parts team for non-emergency issues at:
oem.spareparts@us.trumpf.com.
Fax technical services & spare parts for non-emergency issues at:
(734) 454- 7289

*With the purchase of a Service Package ("SP"), at an additional cost, (see Section 6 below), your telephone and on-site support is extended to 24 hours a day, 7 days a week, including nights, weekends and holidays.

2. STANDARD ON-SITE TECHNICAL SERVICE RESPONSE: TUSD's Services Department normal business hours are Monday through Friday 7:00 AM ~ 5 PM EST; holidays excluded. Billing for Services are based on TUSD'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 TUSD Service Manager. Services and Applications Assistance Products, 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, AT THE TUSD APPLICABLE OVERTIME RATE MINUS THE STRAIGHT TIME RATE**. We subtract the straight time component to reflect our existing warranty obligation.

3. STANDARD SPARE PARTS RESPONSE: TUSD's Spare Parts Team normal business hours are Monday through Friday 8:00 AM ~ 5 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); and Non-Warranty Spare Parts (Ground).

4. WARRANTY SERVICE: Warranty labor is provided during TUSD Services Department, normal business hours, listed above, at no additional charge. Warranty Service work can be performed Off Hours as a "Paid Service," to be billed at TUSD's current "Overtime Rate", for the specific Service, minus the appropriate "Straight Time Rate," to reflect TRUMPF's existing warranty obligation. Necessary parts can be provided via the Standard or Emergency Spare Parts Service, as stated in this document. Spare Parts Shipping and Service Technician hourly travel time and living expenses are billable to the Customer, if applicable, for all warranty service work.

5. TELE-DIAGNOSTICS: Tele-diagnostics is a direct telephone modem connection or network connection between the TRUMPF Service Technician's computer and your laser equipment. Via special software your laser can be remotely evaluated and often problems, or potential problems, can be identified. TRUMPF strongly recommends a Tele- diagnostics connection as this can significantly improve our telephone support capabilities and can help our customers avoid the associated time and cost of on-site services. Consult with your TUSD Service Technician to determine if your laser has Tele-Diagnostics capability.

6. SERVICE PACKAGE (SP): The TRUMPF Service Package is a paid service, which provides customers with access to additional Services and access to Spare Parts after the Technical Services and Spare Parts normal business hours including listed above, including: nights, weekends and holidays. In addition to daytime support the SP package includes access to:

<u>After Hours Technical Services & Tele-Diagnostics Support</u>
A TRUMPF Technician can help you with the repair of your laser by providing technical telephone support and tele-diagnostics.

<u>After Hours Emergency Spare Parts Services</u>
An additional fee is charged for all shipments of parts after normal business hours. The Customer is responsible for all associated shipping and brokerage fees, if applicable.

<u>After Hours access to TRUMPF Service Supervisors</u>
TRUMPF Supervisors and Managers can be accessed via the Service Hotline, should after hour business require higher attention.

TRUMPF Service Package is a subscription service beginning and ending with the calendar year. If a non-SP Customer uses After Hours Support or has a Tele-diagnostics Connection, the Services will be invoiced at the standard hourly Services Rates. A new subscription cannot be used retroactively to cover provided services and the subscription price is not pro-rated as the calendar year progresses. The subscription pricing is based on units within a common installation site. Customers with multiple sites will need multiple subscriptions.

DURING THE LASER WARRANTY PERIOD SP IS PROVIDED AT NO CHARGE. PLEASE CONTACT TRUMPF'S TECHNICAL SERVICES TEAM AT (734) 454-7200, OR VIA EMAIL AT SERVICETUSD@US.TRUMPF.COM FOR PRICING AND ADDITIONAL INFORMATION.

SERVICE RECOMMENDATIONS: The most effective way to ensure maximum up time and to limit failures is to apply the following:

(A) Laser and System Training: Customer personnel performing the maintenance and troubleshooting for the system should attend appropriate Laser and System Training. A few key individuals should attend Advanced Training in addition to the Basic Training. Please contact TRUMPF TUSD via the Hotline or Email for class descriptions, pricing and to schedule the training.

(B) Preventative Maintenance (PM): Preventative Maintenance should be performed by highly trained Customer personnel or by a TRUMPF Technician on each Laser system, minimum twice per year. An advantage to using TRUMPF technicians is their experience in recognizing potential failures and resolving them before down time and possibly collateral damage is incurred. A PM program allows for planned maintenance instead of “crisis maintenance”, which may never allow for a complete repair. Please contact TRUMPF TUSD via the Hotline or Email for Preventative Maintenance pricing and scheduling.

(C) On-Site Spare Parts: The availability of **On-Site Spare Parts** may significantly reduce downtime once a failure has occurred. The effectiveness of both telephone technical support and an on-site technician are improved by the immediate availability of spare parts. Please contact TRUMPF Spare Parts via the Hotline or Email to obtain recommended parts lists and pricing.

IF YOU ARE LOCATED IN CANADA, UNITED STATES OR MEXICO, AND YOU HAVE AN LT OR AM SYSTEM, ALWAYS CONTACT THE SPECIALISTS AT TUSD TECHNICAL SERVICES & SPARE PARTS, AS THE TRUMPF FACILITIES LOCATED IN MEXICO, CANADA, AND GERMANY ARE NOT TRAINED AND/OR EQUIPPED TO PROVIDE SERVICES & PARTS ON THESE TYPES OF LASER EQUIPMENT AT YOUR FACILITY.