



TruServices
Service Agreements

Special

Special Contract

- All the benefits of the CLASSIC contract **plus** 3 call-outs for repair visits.
- Special contract can cover a number of different machines. In such a case the call-outs can be used against any of the machines specified in the contract.
- All 3 call-outs include travel and accommodation costs.
- Visits outside of the 'Call Outs' are invoiced as per standard terms and conditions with **30% discount** applied on hourly service charges.
- For machines under 5 years of age, upgrade to **PREMIUM contract** for **extended parts warranty** to be included.
- Basic support and TelePresence included in the contract.

Special Contract

- A call-out is designated as the time necessary to repair a specified problem – this could be more than one visit to site. A follow up visit on a specific problem must be within one month of the last on site engineer visit otherwise it will be considered to be a new call and a new call-out will be taken.
- When a fault condition is reported every effort will be made to locate and repair the fault via the telephone to ensure minimum machine down time.
- If the customer is unable to repair the fault with TRUMPF's telephone assistance an engineer will be deputed.
- If any of the call-outs remain unused at the end of the contract period, 50% of the unused calls can be carried over to the next contract period. If the contract is not renewed the unused call-outs are forfeit.
- The contract will be re-evaluated each year to agree to the required level of cover.

Basic Support

- Telephone and diagnostic support from TRUMPF helpdesk in Pune.
- Helpdesk support hours are 08:00-20:00 Monday – Sunday.
- Weekend and holiday support by remote staff 12 hours per day.

TelePresence

- TelePresence in conjunction with Basic provides remote diagnostics of a machine, control and laser via PC Anywhere.
- TelePresence is available to customers where the control is fitted with an integral modem or VPN Firewall module.
- For modem support the customer must provide an analogue telephone line to the control to enable support engineers from TRUMPF to dial directly into the control – a DDI (direct dial in) line is required; it is not possible to connect via a manually operated switchboard.
- All telephone costs and support engineers time are included in the cost of the contract.
- The process is secure as unauthorised access is not possible . Customers must authorise connection. Specific log-in and passwords are required by the support engineer.