

Warranty and Service Contracts

for 4D Technology Products

4D Technology's products are rigorously tested to ensure years of quality service. All 4D products are warranted for one year against defects in material and workmanship. The 4D warranty covers parts and labor, including field service if applicable.

At the time of system purchase, for added protection you can choose to extend the basic warranty for up to 3 additional years.

Alternately, one of three tiers of Service Contracts can be selected to supplement the original warranty, extend the period of coverage and provide additional support. These Service Contracts are available at a range of pricing and can be purchased at any time up to five years after factory shipment. The Platinum Contract offers the highest level of benefits including preventive maintenance and calibration.

Warranty and Service Contracts Options and Coverage

ITEM	WARRANTY	SERVICE CONTRACTS		
		Platinum	Gold	Silver
DISCOUNT ON REPAIR PARTS	100%	100%	50%	20%
DISCOUNT ON LABOR COSTS	100%	100%	50%	20%
PRIORITY SCHEDULING	See Response Time Schedule Table			
OUTBOUND SHIPPING CHARGES INCLUDED ¹	✓	✓	✓	✓
SAME BUSINESS DAY TELEPHONE RESPONSE	✓	✓	✓	✓
SOFTWARE UPDATES (during on site visit or repair)	✓	✓	✓	✓
REMOTE DIAGNOSTICS SERVICES ²	✓	✓	✓	✓
ON-SITE DIAGNOSIS OR REPAIR ^{3,4}	✓	✓		
PREVENTATIVE MAINTENANCE AND CALIBRATION VISIT ⁵		1x/year		
MULTIPLE YEAR DISCOUNTS	✓	✓	✓	
INSPECTION FEE REQUIRED		✓	✓	

✓ included

1. Inbound shipping charges paid by customer.
2. 4D can remotely connect to instrument and perform basic troubleshooting. Requires Internet connection.
3. If problem cannot be identified or resolved through remote troubleshooting.
4. Subject to repair type and parts availability.
5. See Preventive Maintenance table for details.

Service Contracts cover standard wear and tear—accidental damage is not included. Standard Service Contracts cover standard systems within the continental US. International Plans are available and will include additional cost for shipping and travel. Custom systems supported by 4D require a Non-Standard Quote.



Warranty and Service Contracts

Cost of Coverages

The following table shows the pricing for extended warranty and Service Contracts. Prices are shown as percentages of the base system purchase price.

YEARS OF COVERAGE	WARRANTY	SERVICE CONTRACTS		
		PLATINUM*	GOLD*	SILVER
1	Included	9.5%	5%	3%
2	7%	17.1%	9%	6%
3	13%	24.2%	12.8%	9%
4	18%	32.3%	17%	12%

* An Inspection Fee is required to evaluate the system's current state to verify that the system qualifies for coverage. Any major issues must be repaired prior to starting a Service Contract. The fee is waived if the system is still under warranty or has just been serviced.

Response Time Schedule

COVERAGE	REMOTE DIAGNOSIS	ONSITE DIAGNOSIS AND/OR REPAIR	REPAIR BEGINS
WARRANTY	within 3 business days	within 10 business days	Enters service queue, first in first out
PLATINUM	within 1 business day	within 5 business days	within 5 business days of all material and goods received
GOLD	within 3 business days	within 10 business days*	within 15 business days of all material and goods received
SILVER	within 5 business days	First opportunity*	Enters service queue, first in first out

* Additional charges apply.

Preventive Maintenance

The Platinum Service Contract includes the following preventive maintenance and calibration coverage. A preventive/calibration plan can be purchased separately as well.

DESCRIPTION	DETAILS
Field QC	Power throughput, Beam alignment, QC performance
Software upgrade	Latest available that is compatible with system hardware
Status report	Recommended actions, critical and non-critical
Cleaning, external access only, basic	
Calibration	
NIST traceable certification	Available in 2013
Travel included	