

Warranty and Service Contracts

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 **basic warranty** covers parts and labor, including field service if applicable. For added protection, at the time of purchase you can **extend the warranty** on your 4D instrument for up to two additional years.

Or, you can select a **Service Contract** to supplement the original warranty, extend the period of coverage and provide additional support. A Service Contract can be purchased at any time up to five years after the system ships from the factory.

On site **instrument certification/calibration** is included with a Service Contract or can be purchased as a separate coverage package.

Warranty and Service Contracts Coverage

DESCRIPTION	WARRANTY/EXTENDED WARRANTY	SERVICE CONTRACT
SAME BUSINESS DAY TELEPHONE RESPONSE		✓
REMOTE DIAGNOSTIC SERVICES ¹	within 3 business days	within 1 business day
ON SITE DIAGNOSIS OR REPAIR ^{2,3,4}	within 10 business days	within 5 business days
REPAIR BEGINS	system enters service queue, first in first out	within 5 business days of all material and goods received
REPAIR PARTS	✓	✓
LABOR COSTS	✓	✓
SOFTWARE UPDATES (during on site visit or repair)	✓	✓
INSTRUMENT CERTIFICATION AND CALIBRATION		1x per year; see coverage table
INBOUND SHIPPING CHARGES	paid by customer	paid by customer
OUTBOUND SHIPPING CHARGES	✓	✓
TRAVEL EXPENSES FOR ON SITE VISITS/CERTIFICATION ⁴	✓	Customer pays flat zone charge
MULTIPLE YEAR DISCOUNTS	✓	✓

✓ Included.

Instrument Certification and Calibration

DESCRIPTION	DETAILS
Field QC	Power throughput, Beam alignment, QC performance, mechanical functionality checks
Status report	Recommended actions, critical and non-critical
Cleaning	Externally accessible optics only
Calibration	Instrument dependent
NIST traceable certification	Available in 2014

1. 4D can remotely connect to instrument and perform basic troubleshooting. Requires Internet connection.
2. If problem cannot be identified or resolved through remote troubleshooting.
3. Subject to repair type and parts availability.
4. On site vs factory repair is at the sole discretion of 4D.

Standard Service Contracts cover standard wear and tear (accidental damage is not included) for standard systems within the continental United States. International Plans are available and will include additional cost for shipping and travel. Custom systems supported by 4D require a Non-Standard Quote. An Inspection is required to evaluate the system's current state to verify that it qualifies for coverage. This service is free if the system is still under warranty or has recently been serviced; otherwise, an inspection fee is required. Any major issues must be repaired prior to starting a Service Contract.

All specifications subject to change without notice.

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