

SERVICE CONTRACT

**basic and professional tool
for your reliability**

Customer satisfaction, system maintenance, and reliable service are key components of Seica's operations. In order to ensure that these components are being met, Seica offers a variety of contracts.



**Our contract service mission
is to take your worries away
when working with our systems**



SERVICE CONTRACTS AND TECHNICAL SUPPORT

Seica does more than supply complete Testing Solutions. For customers with one or more systems which are no longer under the guarantee period Seica offers a number of convenient service contracts.

Our contracts help protect your system by providing hardware maintenance, software updates, annual calibrations, and phone support conducted by **Seica's team of experts.**



Quality Seica parts are built into all of our offered contracts. Depending on the option which is best suited for you, when you ask us to repair parts we lend you the same parts for the repair period. In a system down situation, we expedite necessary parts to you to alleviate the problem.



Trained engineers learn the ins and outs of your system allowing proper support even when the support is done over the phone.



Can you afford to waste precious manufacturing time by not having this option available when needed in an emergency?



A **phone support** is also available; hardware and software phone support are included in this option. If system problems arise, our technical support engineers are ready to provide phone support.










SEICA OFFERS FOUR DIFFERENT TYPES OF CONTRACTS

These contracts are divided in four major groups to cover most customers' needs. However, Seica can provide customized contracts by arrangement.





1. Complete Technical Support Contract

-  Telephone support to resolve any problems that may occur during the normal functioning of the system/s mentioned in the contract and/or any problems that concerns the software release.
-  Unlimited repairing of the modules, during the contract period SEICA guarantees unlimited number of repairs on the modules of the system/s mentioned in the contract and if necessary a temporary substitute module will be sent.
-  Software updating, during the contract period Seica will supply any necessary software updates.
-  Annual Calibration of the measurement modules mentioned in the contract and supply of the calibration certificate.
-  Unlimited visits at the customer's facility at a set price (determined by the location of the customer), that are not already included in the contract.




2. Repairing Contract

-  Telephone support to resolve any problems that may occur during the normal functioning of the system/s mentioned in the contract and/or any problems that concerns the software release.
-  Unlimited repairing of the modules, during the contract period SEICA guarantees unlimited number of repairs on the modules of the system/s mentioned in the contract and if necessary a temporary substitute module will be sent.




3. Remote Assistance Contract

-  Remote assistance through internet, with this service Seica operates directly on the customer's system from a remote position. This enables Seica's technicians to effect direct diagnostics of the system to find any kind of problem and the possible solution.



4. Software updating Contract

-  During the contract period Seica will supply any necessary software updates.

SERVICE CONTRACT

1. Complete Technical Support



2. Repairing



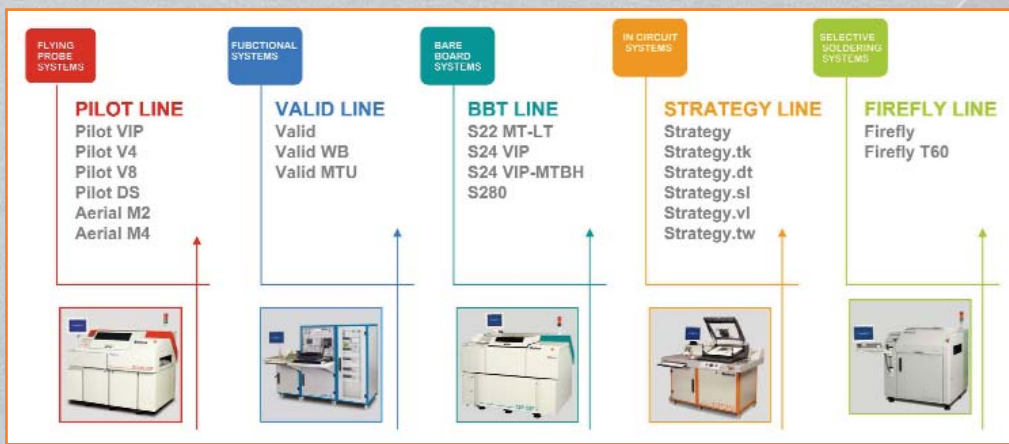
3. Remote Assistance



4. Software updating



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