

Service Contract ATEX

For the CNx(e) ATEX devices ecom instruments does have a partnership with Intermec. Therefore the excellent serviceteam of Intermec Germany is responsible for repair and maintenance of the devices. All repairs will be done in the Repair Center Central Region. For a short turnaround time is a team of fifteen technicians and a local spare part stock available. All devices must be shipped to the following address:

Intermec Technologies GmbH, Service
Burgunder Str. 31,
D-40549 Duesseldorf

Shipment documents should contain the following information :

- **Serial-number**
- **Contact person**
- **Error description**

ecom's "Service Contract ATEX" is based on Intermec's Service Plan "Bronze Medallion Complete". In distinction from the "Bronze Medallion Complete", it includes enhanced service like stock-keeping of Ex-relevant parts and a special reporting. The contract is exclusively distributed via ecom instruments GmbH. The execution will be done by Intermec Service Center.

Service Contract Overview

Bring – in service (Service-Center Germany)	✓
Special repair procedure with test-report	✓
Stocking of customer material for repair	✓
Hardware update (if required)	✓
Spare parts for repair	✓
- incl. wearing parts	✓
- mech. damages (without total loss)	✓
Max repair turnaround time (regular working days)	5 days
NFF “No failure found” repair (Limited to 3% of the installed base per year)	✓
Firmware installation / config (if possible)	✓
Transportation & freight (shipping back to customer)	✓
Technical hotline support / knowledge central	✓
Administration of customer devices	✓
Monthly reporting of errors / devices / customers	✓

Details and basic conditions

1. The maximum turn-around time for repair is 5 working days. The repair time starts with goods received at Intermec and goods shipped from Intermec. Shipping time is not included.
2. Shipping costs from the Intermec Repair Center to the endcustomer are included in the contract.
3. The contract includes the described terms from part „Service Contract Overview“.
4. Service provided does not include the replacement of accessories or other
 - total destroy of the unit (main-pcb, Display and enclosure totally destroyed)
 - the losst of device components
 - software failure of non Intermec software
5. Service provided does not include damages caused by force majeure.
6. Intermec is not liable for loss of data, faulty software and damages caused by this.

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