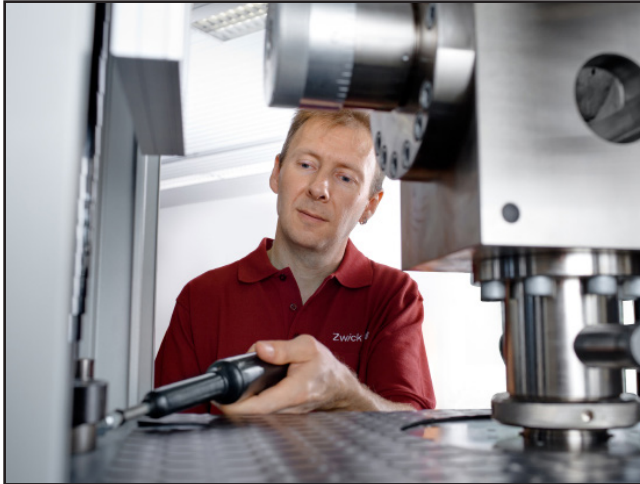


Extended Service Packages

Response packages and call-out service



Fast on-site help - our response packages

Many customers have enhanced availability requirements for their testing machines. This is frequently the case with automated testing systems or testing machines linked into production.

To cope with these special requirements we have various response packages which guarantee the availability of a service technician within a defined time-frame:

Depending on your requirements there is a choice between

- 24-hour response package
- 48-hour response package
- 72-hour response package.

Advantages

- These response packages guarantee preferential service with shortened response-time plus guaranteed technician availability (Mon-Fri).
- This ensures fastest possible fault-location including spare-part specification (if required).
- This priority service provides faster fault correction and minimizes downtime for your testing machines.

Service package
24-hour response time package
48-hour response time package
72-hour response time package

Extended Service Packages

Response packages and call-out service



Available round the clock - our call-out service

Already familiar to our customers as a tried and tested resource, the **ZwickService Hotline** is available free of charge: On Monday to Thursday from 7.30 a.m. to 6.00 p.m. and on Friday from 7.30 a.m. to 5.00 p.m.

Experienced service engineers provide fast, expert assistance in the event of malfunctions of machines or software and will do their utmost to reduce testing system downtime to the absolute minimum.

However, customers with enhanced availability requirements for their testing systems require intensive, tailored support outside business hours.

In many cases their testing systems are in operation all year round, including public holidays and weekends. Failures can only be worked around for a limited time, making rapid fault-correction an absolute must.

For these customers there is the option of a special call-out agreement.

This is how it works

- On conclusion of a call-out agreement you will receive a special dedicated call-out telephone number.
- If you ring this number you will be connected with an answering machine which will request the information needed to find and eliminate the fault.
- This information will automatically be forwarded to the service engineer.
- The engineer will be highly familiar with your testing system and able to carry out rapid fault-finding and will usually be able to fix the problem quickly.
- The call-out package guarantees that your call will be returned by a service engineer within 30 minutes.

Only professional servicing and maintenance by the manufacturer can provide optimum protection against failures for your testing machine. Call-out is therefore only available in conjunction with a Zwick service agreement.

Service package
Call-out 365 days of the year
Call-out on Saturdays, Sundays and public holidays
Call-out on working days