

Fischer-Cripps Laboratories Pty. Limited

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ANNUAL MAINTENANCE CONTRACT

An organisation or individual may register as a supported user of a UMIS/IBIS instrument upon payment of an annual service fee. The fee provides the services below for a period of 12 months.

ANNUAL MAINTENANCE CONTRACT provides:

1. **15% discount** on prices of indenters.
2. Email/telephone **advice** about operation of your UMIS/IBIS hardware and software.

The advice given may include answers to questions, procedures for measurement of diagnostic voltages, repair and adjustment procedures, remote operation of your instrument by PCAnywhere, TeamViewer, Remote Assistance or similar software (to be installed on the user's computer at the user's expense). Advice under this arrangement is limited to information about ensuring your IBIS/UMIS is operating to its design specifications, diagnosis of instrument problems, reasonable advice about standard test procedures and analysis and interpretation of results. It does not include extensive training of users.

3. Access to the **user support website** for free downloads of updated software and other support material including frequently asked questions, information about undocumented program features, etc.
4. **Labour** for repair/adjustment of instrument returned to Sydney Australia.

Note: This service covers labour to repair, adjust and check operation of the instrument. Freight, import charges, etc to and from Sydney to be at the customer's expense. This service does not cover the cost of spare parts. This service does not cover calibration. Traceable calibration is a separate service.

Price (12 months) \$2100 AUD.

Service agreements can be initiated at any time.

The **ANNUAL MAINTENANCE CONTRACT** does **NOT** include free laboratory visits, cost of parts for repair to instrument, calibration of instrument, testing of samples for user or training. It **DOES** include connection by network, diagnosis of problems etc. The intention is to enable FCL to get your instrument working to its design specifications. If your new user requires training, then you must make a separate individual fee arrangement.

To register for the above service, or arrange an individual fee type service, please contact Tony Fischer-Cripps at mail@ibisonline.com.au