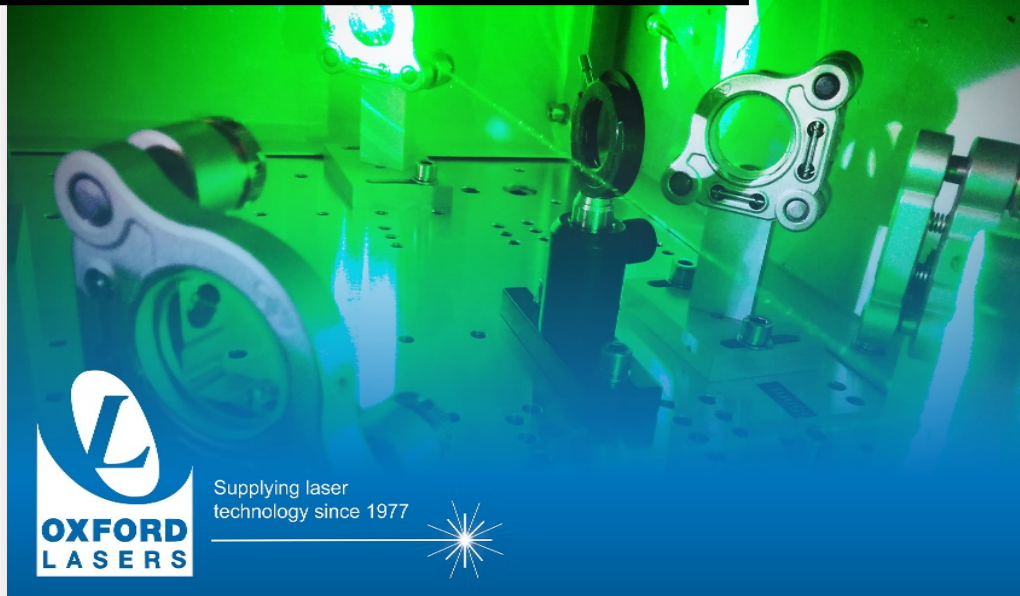


Oxford Lasers Customer Care Plans



Supplying laser
technology since 1977



Oxford Lasers
Aftersales Services

Customer Care Plans

from Oxford Lasers

Protection that provides peace of mind. Whether you wish to take out a customer care plan when you purchase your equipment or decide to take out additional maintenance and support cover at a later date, Oxford Lasers Customer Care Plans provide a range of cover to suit.

- Platinum Care Plan
- Gold Care Plan
- Silver Care Plan
- Bronze Care Plan
- Pay as you go (PAYG) Plan

Our care packages have been devised to be as versatile as our customers' needs. Whether you wish to have comprehensive cover or a remote support contract we are happy to help you find the level of support that is right for you and your budget.

Platinum Care Plan 1 Year

Platinum Care Plan provides comprehensive annual cover for your Oxford Lasers equipment. Platinum cover includes routine maintenance, emergency call outs, and repairs (incl. parts, labour & travel).

Features:

- 24 hour response
- Routine maintenance
- Unscheduled visit/Emergency call out
- Remote Diagnostics
- Process Support
- Software Updates

Gold Care Plan 1 Year

Gold Care Plan provides annual cover for your Oxford Lasers equipment. Gold cover includes routine maintenance, emergency call out (incl. travel) and remote support.

Features:

- 48 hour response
- Routine maintenance
- Unscheduled visit/Emergency call out
- Remote Diagnostics
- Process Support

Silver Care Plan 1 Year

Silver Care Plan provides annual cover for your Oxford Lasers equipment. Silver cover includes routine maintenance (incl. travel) and remote emergency support.

Features:

- 48 hour response
- Routine maintenance
- Remote Diagnostics
- Process Support

Bronze Care Plan 1 Year

Bronze Care Plan provides annual remote support for your Oxford Lasers equipment. Bronze cover includes both fault diagnostics and application process support.

Features:

- 48 hour response
- Remote Diagnostics
- Process Support

PAYG - Additional Services

If you choose not to take out an annual support plan, we are able to continue to support you through a 'pay as you go' offering. We offer standard routine maintenance visits where required as well as remote services for diagnostics and process support. See below for details.

Routine Maintenance Visit

Routine visit to maintain optimum performance of your system.

Unscheduled Visit/Emergency Call Out

Emergency visit in the event of critical system fault/failure.

Remote Diagnostics Pack

Remote diagnostics is provided in a 'pack' consisting of 8 man hours technical support via remote connection.

Process Support Pack

Process support is provided in a 'pack' consisting of 8 man hours support from a laser applications engineer via remote connection.

Our remote support packs can be bought as one off items where required or can be added to any of our annual care plans if required upon request.

Support Plan Reference Chart

Items	Standard/Extended Warranty	Platinum Care Plan (SERV0101)	Gold Care Plan (SERV0001)	Silver Care Plan (SERV0201)	Bronze Care Plan (Remote support only)
Consumables	-	-	-	-	-
Components	Yes	Yes	-	-	-
Maintenance Visit	n/a	1 pa	1 pa	1 pa	-
Unscheduled Visit	Unlimited	2 (max)	1 (max)	-	-
Remote Diagnostics	Unlimited	1	1	1	1
Basic Process Support	Unlimited (original process only)	1 (original process only)	1 (original process only)	1 (original process only)	1 (original process only)
Free ¹Software Update	Yes	Yes	-	-	-

¹ Refers to Oxford Lasers Operating Software only