

## Product Plus Warranty

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# In case of an issue: Our Service Strategy

- Within 12 months after installation
  - + 1 month integration time
  - Warranty
- Beyond 12 months:
  - Customer buys warranty extension, or
  - Paid Service: Service visit & parts will be charged on event basis
    - NO ARU program!
    - Depot Repair costs are between 6,5k€ (minor) – 32,5k€ (Verdi repl.), or
    - Even higher, if several issues have been found
    - Full Depot Repair Time approx. 6-10 weeks

# Service Strategy



- **Warranty Extension**

- Name: Productivity Plus (P-Plus)
- Free of charge Remote Session per Bomgar / TeamViewer
- Parts & Field Visit Costs inclusive
- Preferred Reaction Time
- Minimum Downtime
- ARU Program

# Service Strategy: P-Plus – Flyer 1/2

## Remote Maintenance

Coherent exclusively offers the option of the Remote service for our contract customers particularly for the products Chameleon and compact OPO

The laser is connected via an interface to a laboratory computer on which the software is running the laser.

The PC is remotely controlled by a Coherent service technician.

Your advantage:

- Productivity maximized
- Performance improved and increased lifetime of the laser
- Minimize downtime because of fast response times
- Extended diagnostics possibility to have spare parts on-site if a visit is required.



## How to reach us?

For technical support please contact our local address like Dieburg Tech Support Center:

E-Mail: [Service.Dieburg@coherent.com](mailto:Service.Dieburg@coherent.com)

Hotline: +49 (0)6071 968 - 225

For more information about our service programs please contact :

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## Service Contracts

For maximum productivity claims

- Our products stand for high quality and reliability.
- However also technical equipment needs maintenance or service after a certain time of use.
- Do you want to profit at a technical disturbance of a fast and uncomplicated service?
- We offer you different service programs, which are effective after the end of statutory guarantee.
- you learn more, turn over here



# Service Strategy: P-Plus – Flyer 2/2

## Productivity Plus The right choice

### P-Plus Gold



- Advance Replacement
- A Replacement system will be shipped after diagnostics
- Shipping time after 2 business days

### P-Plus Silver



- Return Replacement
- After receiving the laser at Coherent, a replacement system will be shipped within 14 days.

### P-Plus Bronze



- Depot Repair
- Typical repair time 4-6 weeks

## Terms and conditions

All Chameleon laser systems which are covered under warranty or in a valid service contract at the moment are suitable for the Productivity Plus Program.

Those laser systems which are not covered by warranty or a valid service contract can only be renewed into a service contract after a system check-up.

The renewal and the system check-up need to be done within the same month. The check-up can only be done by an authorized Coherent Service-Engineer.

Prior condition to the renewal is that no modification has been done which has an impact on safety and functionality of the laser system.

Particular variations and upgrades are only allowed with Coherent spare parts and according to prior agreement with Coherent.

Normal business hours are Monday to Friday 8 a.m. to 5 p.m, unless otherwise agreed.

The basis of the contract are the Coherent General Terms and Conditions.

Coherent agrees to perform the following services within the service contract:

- meeting the specifications agreed upon purchase of the system

- free diagnostic and optimisation via remote session in case of access to an internet connection

- diagnostic und instruction regarding functionality during a service visit done by a qualified service engineer

- free field service repair including travel and labour cost for service visits within the country of a Coherent location

- special response time in case of service visits, typically within 5-7 working days

- free of charge delivery and installation of a refurbished system for replacement in case of repair not being possible at the customer's site.

- short delivery time (2 day Advance Replacement) of major sub-assembly as the most commonly used spare parts are stocked at our GLS worldwide warehouses.

Excluded from the service contract is general maintenance as well as expendable like fuses, filters and dissolvers.



# Service Strategy / P-Plus Matrix

Chameleon			
System Lifetime Period	Warranty	Out of Warranty	Service Contract
	12 (24) months	> 12 (24) months	
Plan	Option		
<b>Depot Repair</b> Repaired system returned typically 4-6 weeks after receipt at Coherent	Not Applicable	Standard (Paid)	PPlus Bronze
<b>Return Replacement</b> Replacement system ships within 15 business days	Not Applicable	Not Applicable	PPlus Silver
<b>Advance Replacement</b> Ship from GLS within 2 working days (for 90% of all events) after customer informs of failed system	Standard (Free of Charge)	Not Applicable	PPlus Gold