



CUBE-R™ CUSTOMER CARE PROGRAM

We're committed to providing you with stellar support!

Creaform's Customer Care Program offers a wide range of multilingual services and support so you can get the most out of our products and solutions. Our sophisticated, secure, climate-controlled facilities, which are on the leading edge of technology, ensure that any maintenance service and repairs adhere to strict standards and regulations.

Take advantage of worry-free maintenance and global repair coverage for all of your Creaform hardware and software. Whether you need to access our latest software releases and knowledge base or require a loaner unit while your device is serviced, we have a plan suited to your needs.

CREAFORM

AMETEK®
ULTRA PRECISION TECHNOLOGIES



CUBE-R

Proactive on-site care of your solution ensuring optimal performance

- Annual maintenance with no downtime ¹
- Unlimited dedicated technical helpline for quick remote assistance available 24/7
- Full warranty coverage on all Creaform 3D measuring equipments ²
- Updates of all software modules supervised by a Creaform expert
- Access to a loaner from Creaform 3D measuring equipments during any service
- Next business day shipping of loaner equipment ³
- Access to our knowledge base via the Customer Center
- One on-site visit including personalized training, assisted software upgrade and artefact swap, multi-point inspection, and acceptance test ⁴
- 40% discount on labor rates for any additional on-site service needed
- 25% discount on additional training ⁵

Accident coverage option

- Available for systems under active CCP ⁶
- Option to repair damages caused by users not covered by the warranty on parts and labor.
- Maximum of one accident.

(1) Standard annual maintenance: user artefact replacement for HandyPROBE™, MetraSCAN 3D™ and MaxSHOT 3D™. **(2)** Damages caused by improper handling/usage of the device are not covered by the warranty. **(3)** Delays in delivery may occur due to customs regulations and requirements, from Creaform Customer Repair Centers to end user locations. Delivery at place (DAP), excluding taxes, customs and duties, may apply. **(4)** Flight, travel & lodging expenses are not included. **(5)** Does not apply on flight, travel and lodging expenses. **(6)** Under certain conditions. Additional fees apply for this option.

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