



METROLOGY 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



Essential

Stay up to date with our latest software improvements

- VXelements™ and software module updates¹
- Software support: dedicated helpline and email support²
- Access to our knowledge base via the Customer Center

Complete

Keep your system working like new and stay on the fast track

- Warranty coverage: repairs including parts and labor³
- Complete technical support: dedicated helpline, email support and remote assistance
- Annual maintenance: preventive actions performed to ensure the optimal system performance
- ISO/IEC 17025 accredited acceptance test also available for select products and locations
- 50% discount on a loaner to cover maintenance periods and emergencies



All elements included in the Essential Plan

Complete PLUS

Minimize downtimes when your equipment needs to be returned for repairs or maintenance

- Access to a loaner to cover annual maintenance periods and emergencies
- Next business day outbound shipment of a loaner unit⁴
- 25% discount on additional training⁵



All elements included in the Complete Plan

Accident coverage option

- Available for systems under active CCP⁶
- Option to repair damages caused by users not covered by the warranty on parts and labor
- Maximum of one accident

(1) Software modules include VXmodel™ and VXinspect™. Modules are purchased separately. (2) Software support only during normal business hours of your local Creafom Customer Support Center. Does not cover hardware-related issues and troubleshooting. (3) Damages caused by improper handling/usage of the device are not covered by the warranty. (4) Delays in delivery may occur due to customs regulations and requirements, from Creafom Customer Repair Centers to end user locations. Delivery at place (DAP), excluding taxes, customs and duties, may apply. (5) Does not apply on flight, travel and lodging expenses. (6) Under certain conditions. Additional fees apply for this option.

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