

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 that 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.



WHAT OUR CUSTOMERS SAY

Creaform is dedicated to offering first-class customer service so that you can get the most out of our products. But don't take our word for it! Here are some comments from our customers about the stellar service we provide.

"The turnaround was much faster than expected!"

Justin Hyslop, Turbine Services

"Very easy process to get help and very little hold time!"

Ian Salo, Kalamazoo V. Community College

"Excellent service! ★★★★★"

Chase Hook, Integrated Engineering



Essential

Stay up-to-date with our latest software improvements

- VXelements™ and software module updates¹
- Software support: dedicated hotline and email support²
- Comprehensive training provided via group online sessions³

Complete

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

- Warranty coverage: repairs including parts and labor⁴
- Complete technical support: dedicated hotline, email support and remote assistance
- Annual maintenance: preventive actions performed to ensure the optimal performance of your system⁵
- Priority service: all requests and services are handled with top priority
- 50% discount on the weekly rate for rental equipment



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 emergencies⁶
- Next-business-day outbound shipment of a loaner unit⁷



All elements included in the Complete Plan

Acceptance testing services

Available for HandyPROBE™, MetraSCAN 3D™ or MaxSHOT 3D™ system(s) requiring annual compliance:

- Complete testing at a certified repair center
- System returned with a calibration certificate

ISO/IEC 17025 accreditation is also available at select locations. Please contact your local representative for more information.

(1) Software modules include VXmodel™ and VXinspect™. Modules are purchased separately. (2) Software support only. Does not cover hardware-related issues and troubleshooting. (3) Type of training is subject to change without prior notice. (4) Damages caused by improper handling/usage of the device are not covered by the warranty. (5) Calibration included for Go!SCAN 3D™ and HandySCAN 3D™. User artefact replacement included for HandyPROBE, MetraSCAN 3D and MaxSHOT 3D. (6) Only available in select regions. Please verify with your local representative. (7) From Creafom Customer Support Centers to end user locations, delivered at place (DAP), excluding taxes and duties, if applicable.



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