

OROS Premium Contracts

Services designed to your needs

1, 2 or 4 years
renewable contracts

Maintenance

Evolution

Serenity

Popularity



Priority access to
Customer Care support
by phone and email

Not included



Latest software version
updates

Not included



Free access to
temporary software options
for trials

Not included



Your wishes for
improvement taken into
account in priority

Not included



20% discount &
priority access to rental
(hardware & software)



Annual system calibration
and reminders



Not included



"Satisfied or Exchanged"
during the first 3 months



Not included



Free of charge repairs
and replacement parts
(as far as it is normal usage)



Not included



5 days maximum in OROS
premises for all interventions



Not included



Additional services that can be included on-demand

- > Add a calibration in an Evolution Contract
- > A remote training for your team once a year, or more
- > 4 hours training dedicated on your application to improve your use of OROS range of solutions
- > The rental of an equivalent hardware can be included in your contract. For example, we can rent a hardware during the time of calibration each year.

Calibration

...can be performed by any **accredited maintenance center** available all around the world **within 5 days**.

NFX07-011 compliant

Repair

...and pre-diagnostics costs are included. In case of hardware failure, all parts and labor fees are free of charge. (included in Maintenance and Serenity contracts only)

Turn-around time

...is fully guaranteed. Repair is done at **high priority within 1 week in OROS premises**. In case of delay, a replacement instrument with same or higher range is provided.

Accredited maintenance centers

OROS accredited maintenance centers are located in China, Europe, India, Japan, Saudi Arabia, South Korea, USA. Technicians are certified on a regular basis by OROS specialists, enabling them to repair, calibrate and upgrade all OROS systems.



Support services

Priority and unlimited access to the local and/or worldwide **hotline** through Customer Care Department +33.476.90.52.40 customer.care@oros.com and to our local partners in more than 35 countries.

Software update and corrective maintenance

...are periodically released on **myOROS.com** to propose new features and improvements. As a privileged customer you can always run the **latest up-to-date version**. You may also ask for temporary trials of new developments if you first want to make sure they are in-line with your application.

Prior and specific access to our rental offer

Do you need replacement or additional analyzer? Just get the most of rental system with your contract.