

OROS Premium contracts

Services designed to your needs

Benefits of premium contracts	Maintenance Contract	Evolution Contract	Serenity Contract
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	✓	✓
Take into account in priority your wishes for improvement	Not included	✓	✓
20% discount & priority access to rental (Hard & Soft)	✓	✓	✓
Annual system calibration and reminders of calibration	✓	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

1, 2 or 4 years
renewable
contracts

- ⇒ 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. As for example, we can rent a hardware during the time of calibration each year.

All these premium renewable contracts are proposed in addition to the 1 year included warranty

Calibration

...can be performed by any **accredited Maintenance Center** available all around the world **within 5 days**. France – USA – China – Japan – Korea – India ,

NFX07-011 compliant

Repair...and pre-diagnosis costs are included. In case of hardware failure, all parts and labor fees are free of charge. (Includes 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.

Support Services

You have **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 our local partners in more than 40 different countries.

Software Update and Corrective Maintenance

...are periodically released on the **MyOros website** 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

You need replacement or additional analyser? Get the most of rental system with your contract.

About Us

35-years in business, OROS' designs and manufacturing have been renowned for providing the best in noise and vibration analyzers as well as in specific application solutions.

Our Philosophy

Reliability and efficiency are our ambition everyday. We know you require the same for your measurement instruments: comprehensive solutions providing performance and assurance, designed to fit the challenges of your demanding world.

Our Emphasis

Continuously paying attention to your needs, OROS collaborates with a network of proven scientific affiliates to offer the latest of the technology, always based on innovation.

Worldwide Presence

OROS products are marketed in more than 35 countries, through our authorized network of representatives, offices and accredited maintenance centers.

