

# 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	✓

1, 2 or 4 years  
renewable  
contracts

## 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. As for example, we can rent 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**. 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 the 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 (0)4.76.90.52.40; [customer.care@oros.com](mailto: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

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

## About Us

40-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.

> Find your local reseller on [www.oros.com](http://www.oros.com)

