



Comprehensive Technology Support Agreement

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SUPPORTING YOUR NEEDS

Crystal Instruments is dedicated to providing full service solutions for all your testing and analyzing needs. With this in mind, Crystal Instruments is pleased to provide the best technical support and product maintenance service in the industry.

Crystal Instruments understands the enormous investment our clients put into our products. We match their investment by offering the most comprehensive technical support agreement in the industry. From support calls to staff training, Crystal Instruments provides solutions to our customers needs.

The “Comprehensive Technology Support Agreement” offered by Crystal Instruments is fairly priced as a small percentage of the total purchase value. The services offered and included in the agreement are for the duration of 1 year. The agreement is renewable at a locked in rate as a subscription. Rates are subject to increase if a subscription is not continued at the time of renewal and signed up for at a later time. Please contact Crystal Instruments for pricing information.

Services offered are:

- Annual software upgrade program- accessible by convenient online downloads
- Annual hardware calibration
- Priority phone/email/live video support from highly trained engineers
- Temporary replacement unit for hardware in 48 hours
- Data recovering services
- Hardware repair when the total service hours required is less than 4 hours per incident





Annual Software Upgrades:

Crystal Instruments provides convenient solutions for software upgrades. Users are able to download the latest versions of Crystal Instruments' Engineering Data Management (EDM) software through the support website.

Other options include emailed links to download software updates, physical CD-ROMs sent to your location, and installation instructions provided over the phone by our highly qualified Applications Engineers. Customers with a Comprehensive Technology Service Agreement will receive standard software update services at no additional cost.



Annual Hardware Calibration:

Crystal Instruments' highly trained engineers are available to perform hardware calibrations on site. Hardware calibrations can also be performed at the customer's site upon request.

Customers with a Comprehensive Technology Service Agreement will receive standard annual hardware calibration services at no additional cost (a \$1500 value).



Phone/Email/Live Video Support:

Crystal Instruments support staff is based in Santa Clara, CA at our corporate headquarters. Our support staff provides phone and email support from 8am to 5pm PST, Monday through Friday. All support is provided by highly trained engineers, not technicians. After hours support is also available upon request.

Crystal Instruments' highly diverse staff provides native language support in English, Spanish, Mandarin, Cantonese, Taiwanese, Hindi, and more.



Temporary Replacement Units

Crystal Instruments strives to minimize any inconvenience to our customers' operations. Temporary replacement units are often provided to customers as a solution. Units will usually be assigned to customers within 48 hours or less.



Data Recovery Services

Crystal Instruments understands the importance of recovering any lost data safely and securely. Our staff is ready and available to assist you through any data loss crisis.



Hardware Repair Services

Crystal Instruments provides hardware repair for units estimated to have a 4 hour or less repair service period. Additional hours required for repairs are charged at an hourly rate. Replacement parts are discounted by 30% under the Comprehensive Technology Support Agreement. All hardware repairs are performed at Crystal Instruments headquarters in Santa Clara, CA under an ISO:9001 certified Quality Management System. Our highly trained technicians will accurately and efficiently repair your equipment.