

■ Active Machining Systems

Extended Service and Software Maintenance Agreements

ETREMA Products is opening the door to new options for your AMS units. ETREMA is now offering a service agreement to protect your equipment and a software maintenance agreement to provide you with all available upgrades in software. These options not only protect your AMS system, but also minimize downtime in your production line.

Service Agreement

An AMS system comes with a standard one-year warranty at no charge to you. Anytime during this first year, you may purchase this service agreement in either a one year or three year duration. The service agreement will start immediately after the one-year warranty expires and will continue for the duration purchased.

The maximum duration of the service agreement is three years in addition to the first free year.

What the agreement covers:

- The agreement covers all repairs within the scope of the original warranty on the AMS system during the year(s) the agreement is in place.
- This service agreement covers the cost of parts and labor to bring the unit to its prior working condition. If the part which needs to be replaced is no longer available, it will be replaced with a part of similar technology.
- This service agreement is purchased for a specific AMS unit.
- ETREMA will put forth their best effort to have a representative on-site within 48 hours of an on-site request.
- Free technical support is available from 7:30am-4:30pm, Central Time, Monday-Friday.

What the agreement does not cover:

- This service agreement does not cover any maintenance or service of the lathe or other machines the AMS unit may be coupled with or attached to.
- This service agreement does not cover associated travel expenses. Travel expenses will be billed to the customer once the unit has been serviced.
- This service agreement does not cover any parts that were damaged by means other than basic operation of the unit.
- Service agreements are non-transferable to another AMS unit or machine owner.

Software Maintenance Agreement

As stated when your AMS was purchased, the first year following your system purchase – starting at the delivery date – comes with a software maintenance agreement at no charge. Once the first year has been completed the customer has the option of purchasing an agreement for a specified time duration.

The maximum duration of the software maintenance agreement is unlimited.

What the agreement covers:

- The agreement covers any and all upgrades in the software for an AMS unit during the year the agreement was purchased.
- When a software upgrade becomes available during the year, ETREMA will contact the designated person (assigned by the customer when they purchase the agreement) to inform them of the available upgrade.
- The software upgrade will be made available to the customer for installation. The customer is under no obligation to accept/install the available upgrade.
- Professional installation is available. Please contact ETREMA's Customer Service for professional installation prices.
- This agreement is purchased for a specific AMS unit.
- If a site has multiple machines with the same hardware at the same facility they may contact ETREMA's Customer Service to discuss pricing of a site license.
- If the customer does not purchase a software agreement, they will still receive notice of new upgrades and the cost to purchase them on an individual level. If at this time the customer decides to purchase this software maintenance agreement, the agreement will cover only those software upgrades available AFTER the agreement purchase. Any upgrades that were released before the purchase agreement must be purchased independent of this agreement.

What the agreement does not cover:

- This agreement is for software upgrades only.
- If the customer installs the software, ETREMA cannot guarantee system performance once the software is installed
- Purchasing the agreement does not guarantee a new upgrade will be available.
- A site license is not available for machines at the same facility with different hardware configurations or machines located at different facilities.