



## Our service offer



Keeping your measuring system fit

# High-tech markets depend on reliable service

**Our commitment does not end with the delivery of the equipment.**

TRIOPTICS stands for high-quality, innovative optical measuring and manufacturing systems. You can expect the same high performance from our fast and competent global service organization. With a close network of subsidiaries and partners worldwide and competence centers in Asia, America, and Europe, we can support our customers quickly and competently at any time.



Optics manufacturing



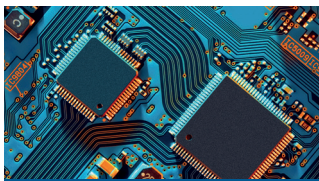
Smartphones



Automotive



Security and aviation



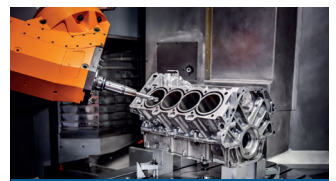
Semiconductor industry



AR/VR/MR



Medical technology



Mechanical engineering

## Maintenance and service contract - We keep your system fit!

Regular preventive maintenance keeps your TRIOPTICS system up to date and performing with the highest measurement accuracy.

TRIOPTICS offers different service and maintenance plans, such as an annual inspection, validation or calibration of the measuring instrument, ensuring the best possible quality of your products. Increase the performance of your measuring system with software updates, technical upgrades or retrofits.

## Trainings and updates - We keep you and your team fit!

From basic training to advanced process development, we will make sure you get the maximum out of your TRIOPTICS system. Depending on your needs, we can provide you with an individual training scope.

From individual collimators to fully automated production solutions, our trainings are available for all TRIOPTICS systems. We are continuously developing new feature and applications for our metrology tools and systems. We will keep you informed about upgrades and solutions as they become available.

# Our service contracts in more detail

We offer four different service modules that can be tailored according to your specific needs.

## TRIOPTICS Core

TRIOPTICS systems are known for their exceptional measurement performance. With TRIOPTICS Core, you can be confident that this core capability is covered by our experts. It includes annual maintenance, recertification, and remote support. This package serves as the foundation for all other modules.

### Preventive maintenance and recertification

With yearly on-site preventive maintenance and recertification, be confident that your TRIOPTICS system is up to date and performing with the highest measurement accuracy.

### Priority phone and online support

Our service team is there to support you by phone or online for service requests.

## TRIOPTICS Extended Warranty

Plan ahead to ensure you stay in control by avoiding unforeseen costs, and keeping your operations running smoothly. In combination with our TRIOPTICS Core module, the TRIOPTICS Extended Warranty module offers you peace of mind and financial protection with predictable costs for labour and spare parts, in addition to software updates.

### Extension of warranty from year 2 to 4

Extended warranty includes the repair of any covered component after the initial warranty period ends for up to additional 3 years.

### Software updates

Increase the performance of your measuring system with the latest software updates.



## TRIOPTICS Uptime

Can't afford any downtime? Keep production time up with the TRIOPTICS Uptime module. In addition to the TRIOPTICS Core module, you'll receive fixed first response time and have essential spare parts readily available in stock.

### Fixed response time

Priority hotline support with fixed first response times and on-site support service when needed. Preferred service scheduling with shortened repair lead times.

### Spare part availability

Emergency spare parts provision in TRIOPTICS warehouse, or at the customer's premises.

## TRIOPTICS Complete

For comprehensive coverage across all critical aspects of your measurement system, you have the option to combine all three packages. TRIOPTICS Complete provides the benefits of all three modules: ensuring your systems accuracy, optimal cost control, and reliable operation during production.

### Overview of our service packages\*:

	Core	Extended Warranty	Uptime	Complete
Yearly preventive maintenance incl. calibration and recertification	■	■	■	■
Priority phone and online support	■	■	■	■
Free of charge repair of covered components up to 3 years		■		■
Software updates		■		■
Fixed response time			■	■
Emergency spare part provision			■	■

\* defined in individual service contract



# Good reasons for choosing the TRIOPTICS service



Ensure highest performance



Worldwide service network



Quicker response time



Long-term cost control



Secure uptime







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