

DATRON Service Policies

It is our goal at Datron to achieve 100% customer satisfaction. A large component of this goal is the service and support our customers receive after they have purchased their Datron system. At Datron, we take this support component very seriously. We have therefore implemented the following policies and design criteria as follows:

- Modular machine construction with plug and play components for field-friendly servicing
- On-line diagnostics to quickly trouble-shoot and resolve issues
- Substantial local inventory of cutting tools and accessories
- Live operator directs calls to the first available service technician (minimal voicemail)
- After hours contact numbers for emergency service needs
- Full stock of exchangeable service components, both new and refurbished
- Several full-time service and application engineers on staff to serve you

Understanding there are costs associated with this support, we take the approach of keeping the support simple. Our primary focus is getting the issues resolved quickly. Telephone or electronic support is usually the first choice. Datron's repair by exchange program often solves problems with the help of remote support. However when this is not an option, onsite service will help meet new objectives. Most service issues are diagnosed within 30 minutes by our service technicians. When a problem is more involved or beyond 30 minutes, service and support charges will apply. Regarding warranty and non-warranty problems, we have the following policies:

Warranty Policies

(Note: Non-warranty policies will apply if issue is deemed operator error and not a manufacturing defect)

- All parts, travel time or on-site labor are covered by Datron
- Unlimited telephone support
- Any shipping or travel expenses are the responsibility of the customer

Non-Warranty Policies

- All parts, travel time or on-site labor are covered by the customer
- Limited telephone support; time incurred after 30 minutes of service support is billable at \$120.00 per hour in 15 minute segments per incident and a purchase order will be requested in order to continue. Includes telephone time, email time, internal time consulting with service technicians from Germany, etc. Weekends and after hours is at double time
- Any shipping or travel expenses are the responsibility of the customer

Application Support Policies

(Note: This policy applies to both warranty and non-warranty customers)

- Limited telephone support for consulting on tooling needs, work-holding requirements, programming or optimization techniques
- Inquiries requiring advanced activities such as programming, tests on our demonstration equipment, etc. we will advise of any costs by quotation

CONTACT PROCEDURES:

In an effort to manage inbound service or technical support issues, all inquiries should channel through our Customer Support Manager, Mr. Craig Powers at 603.672.8890 x 803. Therefore, if you have either a service issue or an application support question, Craig is your first point of contact. He will issue a trouble ticket number, direct you to the most appropriate or first available support engineer and monitor the status. Please continue to contact Joanne Woolfall at extension 800 regarding tool orders or any consumable items. We kindly ask you to follow this protocol to guaranty your inquiry is addressed in a proper and timely manner.

