

**ecom**

A PEPPERL+FUCHS BRAND



ecomprehensive **Smart-Ex® 01/201 & Ex-Handy 09/209**

**SERVICE & SUPPORT**

COMPREHENSIVE PEACE OF MIND



A PEPPERL+FUCHS BRAND

Our extensive knowledge, quality products and proven track record make us the safe option.

Transparent total cost of ownership with no unplanned repair bills or service fees. No additional delays or internal costs due to the raising purchase orders to cover repair work.

### Mobile experts

ecom instruments is an innovative company which is characterized by its reliability, professionalism & high levels of expertise in implementing demanding projects in the field of intrinsically safe products.

This is a worldwide service agreement. We aim to partner with our customers in every sector of industry: not only before and during but also after the sale and when our products are in daily use. Our focus is that you consistently benefit from all our mobile devices each and everyday. To ensure this, ecom's support and services are at your disposal with professional assistance and outstanding customer care throughout the world.

### Your Safety is our top priority

"Your safety is our priority" is the core belief of our engineers, developers and specialist manufacturers, - as it has been for almost 30 years we have successfully developed equipment for use in hazardous areas.

### Product and Service Innovation, Quality and Satisfaction

Ensuring the maximum quality in development, production and service is our way of maintaining our promise to you – to provide the highest levels of safety possible in your daily work. You can sign up for our **ecomprehensive** service package and benefit from predetermined costs and exceptional ecom services.

Global and efficient service is called **ecomprehensive** .



## Service description

A service package is available for each device at purchase or up to one month after the device was shipped.

<b>ecomprehensive</b> service package <b>(A0050310 Smart-Ex® 01 / AS050405 Smart-Ex® 201)*</b> <b>(A0050311 Ex Handy 09 / AS050410 Ex Handy 209)*</b>	Smart-Ex® 01/201 & Ex-Handy 09/209
Max. workshop throughput time for services provided ** (working days)	5 days
Term (commencing with delivery)	3 years

Confirmation of receipt	<input checked="" type="checkbox"/>
Tests are carried out when we receive the device & before we return it, incl. ex-test	<input checked="" type="checkbox"/>
Inspection and investigation with service information	<input checked="" type="checkbox"/>
Spare parts for repairs	<input checked="" type="checkbox"/>
- wear and tear (excl. battery)	<input checked="" type="checkbox"/>
- physical damage (excl. product misuse)	<input checked="" type="checkbox"/>
Cleaning of the housing and settings	<input checked="" type="checkbox"/>
Firmware upgrades and installation (by agreement)	<input checked="" type="checkbox"/>
Proactive repairs / improvements to the devices	<input checked="" type="checkbox"/>
"No failure found" service	<input checked="" type="checkbox"/>
Detailed service history and administration costs	<input checked="" type="checkbox"/>
Cost of returning device	<input checked="" type="checkbox"/>
Online support / technical service hotline	<input checked="" type="checkbox"/>

\* Conclusion of the service package for each device at purchase or up to one month after the device was shipped.

\*\* Excluding coordination times: throughput times may, for example, be extended as a result of the customer not providing a description of the defect or not replying to our inquiries.

## The following is not covered by the service package

- Product misuse
- Total damage (mainboard, display and housing mechanically destroyed to equal extents) and force majeure
- The loss of a device or individual components
- Devices where the casing has been opened by persons not authorized by ecom. Ex-certification will become void in such cases due to the fact that ex-safety can no longer be guaranteed.
- Errors caused by software that doesn't correspond to the condition as supplied to the customer
- Restoration of customer-specific application software (only as far as possible)
- Data loss (please backup your data beforehand)
- Preventive maintenance work
- Accessory components (e.g. docking station, charger and charging cable)
- Dispatch cost to ecom
- Service issues related to the carrier

## DETAIL DESCRIPTIONS

### Confirmation of receipt

You will receive written confirmation of receipt by email when the goods arrive at our service centre. This notification will include the service number assigned to your device for the duration of the repair work. Please state this number when making enquiries as this will enable us to provide immediate assistance.

### Incoming, Outgoing and ex-inspection test

Your device will undergo extensive inspections on receipt and before it is returned to you. These inspections will include ex-tests in accordance with the international standards drawn up to provide protection against explosions. All tests will be carried out in compliance with defined specifications by trained ecom technicians at the ecom service centres. A separate record will be kept for each service procedure and archived with the device's history.

### Record of inspection, investigation and repair

The results of servicing will be summarized in a service record that will be provided with the device when it is returned.

### Spare parts for repair

Any spare parts required for servicing will – with the exception of the cases excluded on Page 4 and the rechargeable battery – be included in the service package.

## **Cleaning of housing and settings**

When the repair work is carried out the housing of the device is cleaned and incorrect settings are reset.

## **Firmware upgrades**

Existing firmware upgrades may be installed at no cost by prior agreement with the customer. However, the turnaround time may be extended due to any necessary coordination with the customer and the time the customer subsequently needs to respond to our inquiries.

## **Proactive repairs on the devices returned**

Defects determined beyond those mentioned by customers will be remedied and improvements will be carried out within the scope of servicing.

## **"No failure found" service**

Inspections where we are unable to locate or track down the defect you have described will also be included in the service package. In such events, ecom service will contact you again, in order to find out more about the defect or to finally rule out the possibility of defects. This may result in the throughput time being extended.

## **Administration of the services provided**

We shall keep a continuous history of the services provided for the device's entire lifespan.

## **Costs for return shipping to customers**

The costs for returning the product to the customer are included in the service package.

## **Maximum turnaround time for services**

The maximum turnaround time for devices is five working days commencing with receipt at ecom's service centre. This requires that the customer provides a full description of the defect. The required accompanying repair sheet may be downloaded from [www.ecom-ex.com](http://www.ecom-ex.com) and filled out directly. The throughput time could otherwise be extended, for example, as a result of the customer not providing a description of the defect or not responding to our inquiries. The device will not be returned if withholding it becomes necessary to ensure protection against explosions and direct repairs are not possible.

## Online support / technical service hotline

We will be able to answer all technical questions at the ecom service centre by phone (from Mon-Thurs, 8.00 am to 4.00 pm, and Fri, 8.00 am. to 1.00 pm., in the ecom support centres' respective time zones), by email (see below) or at [www.ecom-ex.com](http://www.ecom-ex.com) using the support form.



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## General terms and conditions

All prices are net and do not include value added tax or duty.

## Terms of payment

- The total payment for the 3 year contact is payable in advance. The receipt of the payment is required before the service provision by ecom can commence. In the event of a non-payment of the full amount, ecom reserve the right to cancel the provision.
- The contact will begin upon invoicing of the service contract. The service contract cannot be cancelled by the contractee and it is valid for 3 years – even in the case of destruction or loss of the device.

## Guarantee

- In the event of repairs and the fitting of spare parts, a three-month guarantee will be granted on the respective repair and parts.
- Service and repairs are part of the overall ecom ISO 9001 system and ATEX 94/9/EC certification.
- Only ecom Instruments' service centres are authorized to carry out repairs. Please therefore send the devices directly to our service centres.
- It is in no event permitted to allow the device to be opened by unauthorized persons, i.e. a person who has not been trained and certified by ecom. Ex-certification will become void in such cases due to the fact that it will then no longer be possible to guarantee ex-safety.
- ecom instruments GmbH's general terms of business and delivery, which are available at <http://ecom-ex.com>, apply.

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