

SLA

Basic version

Overview of Service Specification

Tab-Ex® DZ1; DZ2; D2; rugged Smart-Ex® DZ1; DZ2 Ex-Handy DZ1; DZ2 Ident-Ex® 01	
Max. workshop turnaround time for services	5 days
Term of agreement (starting from outbound delivery)	3 years

Acknowledgment of receipt	■
Incoming & outgoing inspection incl. explosion protection measures	■
Analysis & repair with service information	■
Spare parts for repair	■
- Including wear of parts (excl. battery and SD card)	■
- Mechanically defective parts	■
Cleaning and configuration of settings	■
Firmware upgrades & installation (as agreed)	■
Proactive repairs/improvements to device	■
„No fault found “ – Service	■
Administration relating to services	■
Freight costs for returning items from P+F Service Center to the user	■
Online support/technical service hotline	■

SERVICE PACKAGE COMMENCES FOR EACH DEVICE AT THE TIME OF PURCHASE

Not Covered by the Service Package

- Total destruction (mechanical destruction of the motherboard, display and housing as a result of fire, water, or other external influences).
- Loss of the device or individual components.
- Any device which has signs of the housing being opened by unauthorized personnel without permission of Pepperl+Fuchs. In this event Explosion protection certification would become invalid as safety can no longer be guaranteed.
- Faults caused by software where the default settings have been changed.
- Restoring customized application software.
- Loss of data (no liability accepted, please back up your data beforehand).
- Preventative maintenance work.
- Servicing of accessories (e.g. docking station, charger, and charging cable).
- Shipping costs to the service center, customs duties or other fees.
- Faults caused by the network provider.
- Any costs incurred in addition to the transportation fee including customs duties, import administration costs or other fees.
- Misuse of the product.

DETAILED DESCRIPTIONS

Turnaround Time for Services

The standard turnaround time for devices is five business days from the time the item arrives at one of the service centers.

The turnaround time may be increased if an incomplete or ambiguous fault description results in requests and/or a customer response is required for the agreement.

Acknowledgment of Receipt

You will receive written acknowledgment of receipt via email when the devices arrive at our service center. Please provide this service number in the event of any queries. We can then provide prompt assistance.

Incoming and Outgoing Inspection incl. Explosion Testing

When your device is serviced, it will undergo a thorough incoming and outgoing inspection, as well as an explosion test based on the applicable explosion protection directives (e.g.: ATEX, IECEx, NEC). All inspections are carried out according to the specifications of trained technicians in the service centers.

A separate log is maintained for each device undergoing a service procedure. This log is saved in the device history.

Analysis and Repair with Service Information

The result of the service procedure is summarized in a written service information document that you will receive alongside your device.

Spare Parts for Repair

Spare parts required for service work are included in the service package. This does not include accessories, e.g., batteries or SD cards.

Cleaning and Configuration of Settings

During the course of service, the devices are cleaned and incorrect settings are adjusted.

Firmware Upgrades

All firmware upgrades can be installed following consultation however awaiting a response and approval to commence may extend turnaround time.

Proactive Repairs

Any faults identified in addition to those described in your service report sheet will be rectified within the scope of this service package.

„No Fault Could Be Detected“ – Service

Services where we are unable to trace or detect the fault described in the service report sheet are also included in the service package. In this situation, you will be recontacted by the service team for a more detailed description of the fault or to definitively rule out a potential fault. This may increase the turnaround time.

Administration Relating to Services

We maintain an ongoing service history throughout the entire service life of the device.

Validity Period of the Service Level Agreement

The service level agreement is valid from the date the device covered by the service level is first delivered. The service level agreement concludes 36 months after this initial delivery.

Service level agreements are valid solely for the device described in the service level agreement and in the initial order. The service level agreement cannot be transferred to other devices.

Online Support/Technical Service Hotline

<https://www.ecom-ex.com/support/technical-support/>

General Conditions

A service level agreement is always related to a specific device that can be identified using the serial number. The serial number must be specified in the order for the service level agreement to commence. A service level agreement is only valid if the service charge is received within the agreed payment terms.

All prices are net sums, excluding VAT, and without customs clearance.

Prices

The costs of a service level agreement can be found in the customer quotation provided for the hardware. For the agreement to commence, the amount must be paid in full within the specified payment terms. If a device covered by the service level agreement is lost or destroyed, the service charge will not be reimbursed.

Freight Costs for Returning Items to the Customer

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

Payment Conditions

- The service charge for the three-year contract period must be paid in advance. The payment must be credited to the account specified on the invoice within 30 days of receiving the invoice. The service can only be implemented upon receipt of payment. If the outstanding payment is not received in due time, we reserve the right to decline the service.
- The validity period of three years commences upon delivery of the device covered by the service level agreement. The service level agreement cannot be terminated by the customer and remains in effect for a period of three years—even if the device is destroyed or lost. If the device is destroyed or lost, the customer is not entitled to a reimbursement or reduction of the service charge.

Warranty for Services

- In the event of repair work or installation of spare parts, the warranty for the repair and the spare parts extends for three months.
- The service centers are certified according to ISO 9001.
- Only the aforementioned service centers are authorized to carry out service work.
- A device should never be opened by someone without authorization, i.e., someone who is not specially trained and is not certified according to the above standards. Otherwise, explosion certification may become invalid as explosion safety can no longer be guaranteed.
- In addition to the aforementioned provisions, the Service Level Agreement is governed by the General Terms of Delivery for Products and Services of the Electrical Industry currently specified by the ZVEI (Zentralverband Elektrotechnik- und Elektronikindustrie e.V. – German Electrical and Electronic Manufacturers' Association). In the event of contradictions, the provisions of the service level agreement take precedence.

Note

Pepperl+Fuchs has no influence on the legal status of individual countries. In particular, it may be considerably more difficult or even impossible to return devices covered by a service level agreement due to customs or export regulations. When transporting a device into countries outside of the EU, problems of this kind cannot be ruled out. Within the scope of the service level agreement, Pepperl+Fuchs does not guarantee that a customer will be able to return a device covered by a service level agreement to one of the service centers at any time or from any country and accepts no liability for the fact.

This agreement is supplemented by the General Terms of Delivery for Products and Services of the Electrical Industry specified by the ZVEI.