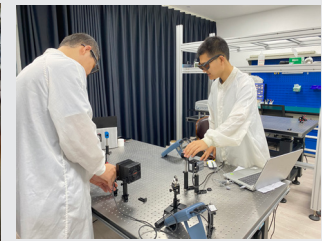




Customer Support for the Quantel laser and Keopsys ranges of the Lumibird group are :

- Experts located in our Lumibird sites (France, Germany, China, USA, Japan) whose mission is to answer your technical requests with a commitment to efficiency and speed.
- Qualified distributors, worldwide, to guarantee technical support close to where you are.



Personalised contact and rapid response by the Lumibird teams :

- France : +33 (0)1.69.29.17.00
- Germany : +49 (0)221-677856752
- China : +86 (0)21-55512553
- USA : +1 (0)800-9148216
- Japan : +81 (0)3-63800390
- Other countries : + 33 (0)1.69.29.17.00

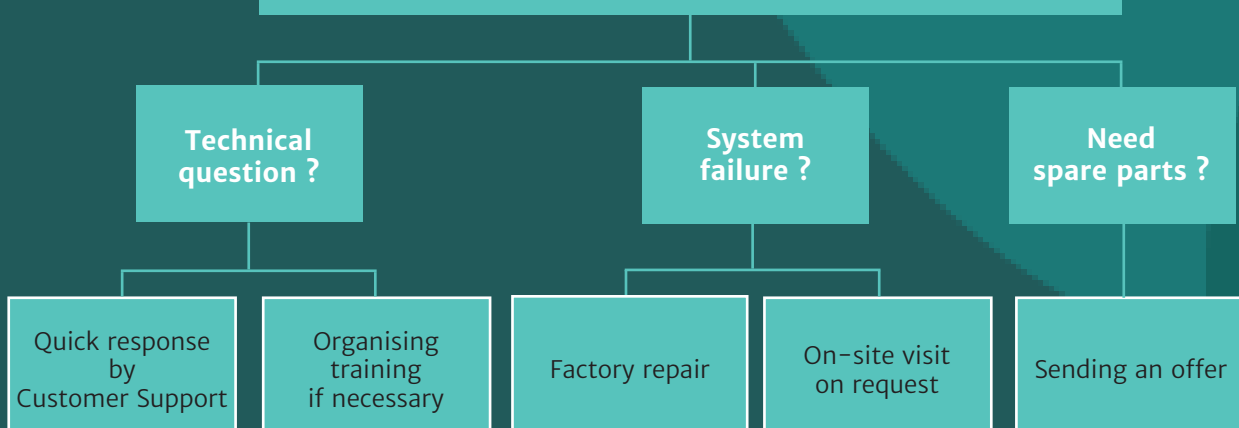


customerservice@lumibird.com



ISO 9001:2015 certified organisation and processes

CONTACT WITH LUMIBIRD by phone or email





Maintenance contracts

These are tailor-made contracts, adapted to the product and its specific environment (vibration, 24/7, temperature, etc.). The flexibility of the package allows you to choose from a list of services and to include multiple

systems. You also benefit from prioritisation of support and favourable pricing on parts and labour.

PREVENTIVE ACTIONS >>> to free yourself from the unexpected

We are committed to :

- ✓ Plan interventions according to your laser collection
- ✓ Replace consumables and update software
- ✓ Optimise your system and check its performance

You benefit from :



- ✓ The assurance of having a system that is always at its optimum performance
- ✓ Peace of mind from scheduled maintenance
- ✓ Early detection of possible wear and tear

CORRECTIVE ACTIONS >>> when your system is down

- ✓ We commit ourselves in the contract to a time frame for intervention

ADDITIONAL SERVICES >>> on request

- ✓ Allocation of spare parts stock to ensure fast repair
- ✓ Low-cost consumables package
- ✓ Storage and maintenance of one or more of your systems for immediate operational replacement



Warranty extensions

They allow you to extend the warranty by 1 or 2 years.
A system under extended warranty also benefits from a prioritisation of the repair.



User training sessions

They are conducted in our facilities or on your site by a specialist for your system. The one-day sessions are organised for teams of up to 3 people.

THEY ALLOW YOU TO :

1

Master first-level maintenance

2

Qualify one or more technical personnel within your organisation

3

Transfer knowledge internally

4

Best integrate your laser into your application



" I want to be as autonomous as possible on my system and maintain it myself "

WE OFFER YOU :



Setting up a **stock of consumables**⁽²⁾ so that they can be replaced quickly when needed.



A training session to use your laser optimally and perform maintenance without assistance.



Contacting the Customer Support if you have specific questions on the best configuration for your application.



" I don't have time to look after my laser, and I want quick and reliable support if a failure occurs "

WE OFFER YOU :



A maintenance contract adapted to your system and your working environment, with :

✓ A **commitment** on the time frame for corrective actions.

✓ Allocation of a **stock of spare parts** to carry out repairs as quickly as possible on site or in the factory.

✓ **Preventive maintenance** schedule to ensure that your system is at its optimum performance, and to extend its lifetime.

✓ **A connection to the Customer Support team** if you have any questions about how the laser operates, or how to integrate it into your experiment or instrument.



Our services: Shall we take stock ?

SERVICES	OUT OF WARRANTY	UNDER WARRANTY	MAINTENANCE CONTRACT
Worldwide technical support	✓	✓	✓
Service report	✓	✓	✓
Free repair (1)	✗	✓	✓
Priority of repair	✗	✓	✓
Consumable package	✗	✗	✓ (2)
Allocation of parts	✗	✗	✓ (2)
Preventive maintenance	✗	✗	✓ (3)
Corrective maintenance	✗	✗	✓ (3)
Storage & maintenance of customer spare system	✗	✗	✓ (3)

(1) according to the terms of the original guarantee

(2) Quantel laser range

(3) customised