

DARE!! Instruments 10 years' Service Level Agreement

Selectable service level · Maximum instrument availability · Flat service cost

DARE!! Instruments is an independent company part of the DARE!! International Holding, specialized in research and development and manufacturing of EMC and RF test- and measurement equipment and software. All products and services are covered under their ISO 9001 quality system. DARE!! Instruments offers a standard warranty term of three (3) years calculated from the date of the initial delivery date. This warranty service is applicable on new DARE!! Instruments test- and measurement Radi-products. The SLA is meant to extend the service on our products. The SLA provides you an efficient and clear cost of ownership, without unexpected high service costs and ensures optimal availability of your Radi-products in your company.

The SLA has three, customer selectable, service levels:

- **BASIC** Repair service (components and labor)
- **EXTRA** **BASIC** + ISO17025 re-calibration after repair
- **FULL** **EXTRA** + loan instrument and annual ISO17025 calibration

Some advantages of the DARE!! Instruments SLA:

- Customer selectable service level per instrument
- All-in price for a period of 10 years (transportation excluded)
- Maximum repair turnaround time (2 weeks)
- Free loan unit if repair takes more than 2 weeks (full service)
- ISO17025 quality ensured (extra/full service)

Try us
now!

To receive your personal SLA proposal, please contact
DARE!! Instruments: instruments@dare.eu



RadiCentre®



RadiField®



RadiSwitch®



RadiPower®

Service Level Agreement



Repair service

The repair service covers all work related to performing corrective maintenance (repair) on a Radi-product which is being sent to DARE!! Instruments by the customer. This service includes the repair labor time (hours) and replacement or repair of defect components and materials. Services are exclusively performed in a DARE!! Instruments approved service center.

Firmware updates

Any firmware update that will improve or extend the functionality of the Radi-product is covered under the 'Basic' service level of this service agreement. A new firmware version will only be installed after approval of the customer.

Exclusions

Excluded from this service agreement are defects on products that are caused by molest/neglectance, improper use and/or use outside its specified range and defects on fiber optic cables, like broken, dirty and/or damaged fiber cables. Further exclusions are any products that have been improperly installed and/or maintained as well as products that have been modified without approval of DARE!! Instruments. In either of these cases the costs for the repair service of the product will be charged separately to the customer.

Transportation

The customer will need to arrange and cover for the costs for inbound shipping and any applicable duties and taxes. After the repair service, DARE!! Instruments will arrange and cover for the costs of the return shipping using a carrier of our choice. If desired by the customer, DARE!! Instruments can arrange and cover for the inbound shipping as well using our carrier of choice. This must be selected at the RMA request. All related costs for shipping will be charged on real costs to the customer account.

Turnaround time

The estimated (maximum) turnaround time for the repair service is 10 working days calculated from the date of receipt of the Radi-product at the premises of DARE!! Instruments.

Loan replacement instrument

Under the 'Full' service of this agreement DARE!! Instruments will offer a loan replacement instrument in case the repair will exceed the maximum turnaround time of 10 working days. This loan unit will be a similar type of instrument or, if not available, an equivalent instrument and will be provided for a temporary period until the repair is finished. DARE!! Instruments will arrange the transportation of the loan instrument. The costs for transportation will be charged to the customer on real costs.

Calibration

The 'Basic' service of this agreement only covers for the repair service of the Radi-product. The 'Extra' service additionally covers for the re-calibration of the instrument after the repair, in case this calibration is required to verify the quality of the repair.

The 'Full' service additionally covers for the yearly re-calibration of the Radi-product. All calibrations are ISO17025 accredited based on the standard service codes and being performed at the accredited calibration laboratories of DARE!! Calibrations.

Duration

This service agreement has an intended duration of ten (10) years but can be terminated in writing by the customer or DARE!! Instruments at the end of each contract year. Every contract year this agreement is automatically continued for the period of one year if not terminated by either party.

For more information contact DARE!! Instruments at:
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