

WARRANTY & SUPPORT PROGRAM



METRONOR WARRANTY & SUPPORT PROGRAM

Metronor has been supplying advanced portable CMM solutions to leading manufacturers within aerospace, automotive and other industries around the world for almost two decades. Our support organization is dedicated to serving demanding customers and providing them with competent and timely support services. Metronor support offers a professional range of support services to suit large as well as smaller customers.

All Metronor products come with a 12 months Standard Warranty, which can be topped up with a Premium Warranty module for even better coverage. After expiration of the 12 months warranty period, the user can select between 2 levels of support, Software Support or Premium Warranty.

Customers without warranty or support agreements will have access to the services provided by the Metronor support organization, but will be charged according to time and material defined by the support services pricelist.

The Metronor Support Organization can be reached through the following contact points:

Europe Headquarters

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Asia Office

Metronor AS Beijing Representative Office, Beijing China
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Phone: +86 10 64473936-612



WARRANTY & SUPPORT PRODUCTS

1. STANDARD WARRANTY

All Metronor products come with a 12 months Standard Warranty. The user will benefit from:

- ✓ Free replacement of all defective parts and remedy to all defects arising from faulty construction, material or manufacture
- ✓ Free use of Metronor Helpdesk services

2. PREMIUM WARRANTY

Premium Warranty must be purchased before expiry of Standard Warranty and can be renewed 4 times up to a maximum of 5 years coverage¹⁾.

In addition to the coverage of Standard Warranty, the user will benefit from:

- ✓ Free system SW upgrade
- ✓ Free Metronor PowerINSPECT upgrade
- ✓ Free repair or service of defect parts (defects caused by normal usage)
- ✓ Free access to loaner parts in case of repairs or services
- ✓ Free replacement of system PC after 3 years of continuing Premium Warranty.
- ✓ Guaranteed response time for phone/E-mail, loaner parts and for on-site visit

3. SOFTWARE SUPPORT

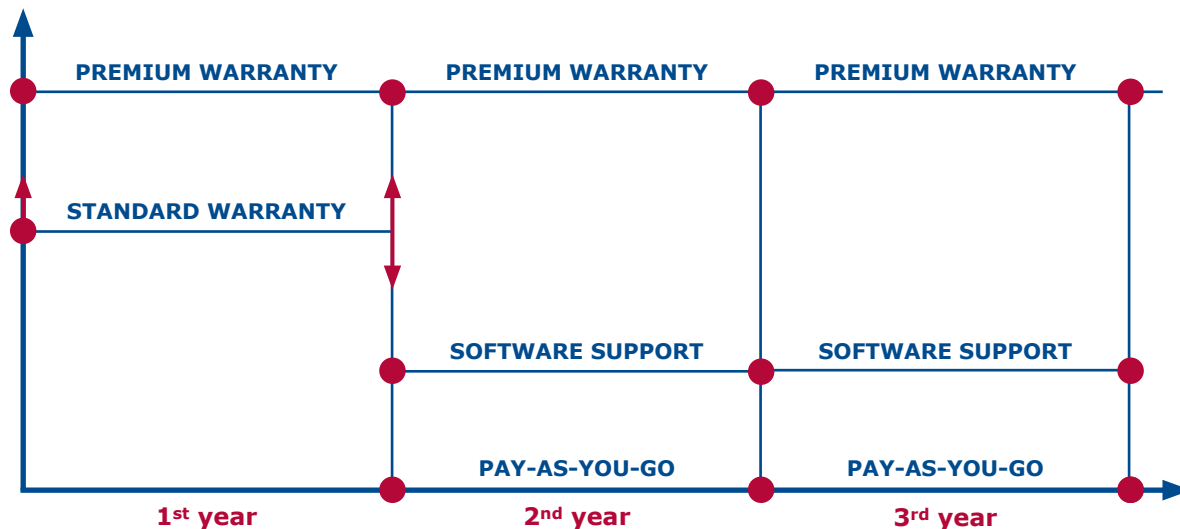
After expiry of the Standard Warranty period, the user may purchase the Software Support module. This gives the user the benefit of:

- ✓ Free use of Metronor Helpdesk services
- ✓ Free system SW upgrade
- ✓ Free Metronor PowerINSPECT upgrade

¹⁾ Premium Warranty must initially be purchased before expiry of Standard Warranty. This module cannot be discontinued and then reactivated at a later stage.

WARRANTY & SUPPORT PRODUCTS

RECOMMENDED SUPPORT SERVICES



CONTENT OF THE MODULES

Response time on-site visit			•
Response time phone/E-mail			•
PC replacement			•
Loaner parts			•
PowerINSPECT upgrade		•	•
System SW upgrade		•	•
HW/SW repairs	•		•
Helpdesk	•	•	•
Service / specification	Standard Warranty	Software Support	Premium Warranty

TERMS AND CONDITIONS

Prices

Prices of Warranty and Support services are according to the Pricelist valid from time to time.

Metronor Helpdesk services

The Metronor Helpdesk services are offered via phone, E-mail and/or Internet based tools. Helpdesk services are offered within standard business hours, Monday – Friday, 08.00 – 16.00. The Metronor Helpdesk will handle enquires related to troubleshooting and assistance of Metronor hardware and software, in addition to application related advice. For customers without support agreements, the services will be charged on an hourly basis with 1-hour minimum charge.

Loaner parts

Loaner parts may be required when customer's parts are being serviced, repaired or replaced. Loaner parts are available for customers covered by Premium Warranty only. Transportation cost from Metronor to the customer is covered as part of the Premium Warranty, while the customer covers any import taxes or duties. The customer covers return shipment of loaner parts to Metronor. Loaner parts must be shipped back to Metronor within 3 business days upon receipt of serviced, repaired or replaced parts. Loaner parts will be shipped within the guaranteed response time.

Response times

Customers covered by Premium Warranty have guaranteed response times. The response times are as follows:

Service	Response time
Phone/E-mail/Help desk	1 business day
Loaner parts	3 business days
On-site visit	3 business days

Software releases

Updated Metronor System software as well as Metronor PowerINSPECT software will be made available within 30 days after official release.

Serviceable parts

The Premium Warranty module covers cost of service, repair or replacement of the following parts:

- ✓ Camera
- ✓ Light pen, including chuck system
- ✓ Reference Bar (DUO only)
- ✓ System PC, including power supply and Firewire card
- ✓ I/O box
- ✓ RadioLink24 (excluding battery)
- ✓ Stability Bar
- ✓ LED box
- ✓ LEDs

The following parts are considered consumables and any service, repair or replacement cost is not covered by Premium Warranty, unless defects arising from faulty construction, material or manufacture:

- ✓ Cables
- ✓ Pan/tilt head
- ✓ Camera stand
- ✓ Light pen probes
- ✓ System transportation box
- ✓ RadioLink24 battery



Light pen CLP5500



Light pen probe



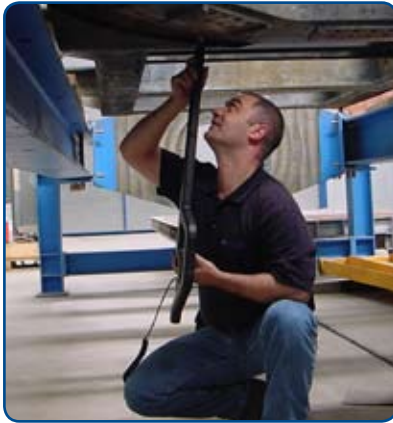
Camera with Pan/tilt head

APPENDIX 1

On-site visit

Any debugging and troubleshooting will initially be done via phone, E-mail or Internet based tools. If the problem cannot be solved within the guaranteed response time, the on-site-visit obligation will come into effect.

The on-site visit included in the Premium Warranty module is restricted to debugging and troubleshooting necessary to bring a system back to operational state. Application consultancy and other services will be charged according to the pricelist. The customer will cover direct cost such as travel, hotel and per diem in conjunction with on-site visits. Travel for on-site visit will be initiated within the guaranteed response time.



METRONOR AS

Metronor is a high technology company headquartered just outside Oslo, Norway, with subsidiaries in Seattle and Beijing, supporting partners and customers on a global basis. Based on in-house innovation and research, Metronor has since 1989 developed a range of electro-optical portable coordinate measuring systems that have become very popular among leading manufacturers worldwide.

In the recent years the company has expanded its product range from not only industrial metrology systems, but also offering products and solutions for boresighting applications in the military business area. Moreover, as a joint initiative with the Boeing Company, Metronor provides state-of-the-art Dimensional Management Solutions for complex assembly programs.

The company has developed its core photogrammetric technology into a variety of product versions addressing the moderate to highest degree of accuracy requirements. A vast number of applications in various industries can be accurately and efficiently documented, providing the customer with excellent ROI from his investment.

Principal products include Portable CMMs, Boresight systems and AIMS Dimensional Management product suite.

Metronor's management system is certified to ISO9001:2008 and complies with ISO14001:2004.



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