

OES - 牛津仪器年度服务合同

服务承诺	金牌套餐	银牌套餐	铜牌套餐
优先电话技术支持或远程诊断服务	两小时内	四小时内	六小时内
优先紧急上门技术支持服务	两个工作日内	两个工作日内	三个工作日内
一次性付费可享受的免费上门服务次数, ● 包括规定次数内的服务费 ● 包括规定次数内工程师上门服务的差旅费和膳食费	多次	多次	2次
对合同期内规定之外的服务 20%折扣优惠	NA	NA	✓
优先零备件供应服务	✓	✓	✓
维修零备件更换 (不含消耗品)	✓	✗	✗
维修零备件更换优惠折扣率 (不含消耗品)	100%	30%	20%
年度维护: ● 电脑正常运转检查 ● 分析测试性能检查 ● 系统硬件和软件检查 ● 系统数据备份 ● 系统电路检查 ● 安全检查 ● 光路清洁, 检查 ● 年度维护每年一次 ● 气路检查 ● 签发年度维护证书	✓	✓	✓
年度维护过程更换消耗件 (如需要) ● 电极 ● 光路窗口 ● 光路透镜 ● 密封圈	✓	✓	20%折扣
增加新基体测试方法优惠折扣率 (如适用)	30%	30%	20%
客户增值服务: ● 一次现场客户再培训或者 1-2 名客户到牛津仪器上海服务中心进行 1-2 天的培训 ● 工程师在现场时软件升级服务 (如适用)	✓	✓	✗
购买消耗品优惠折扣率	20%	20%	10%

✓ = 包括 ✗ = 不包括 NA = 不适用

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What are included in packages	Gold	Silver	Bronze
Priority Telephone Technical Support or Remote diagnostic Support if appropriate to your system	2 hours	4 hours	6 hours
Priority Emergency On-Site Technical Support	2 Workdays	2 Workdays	3 Workdays
Number of on-site visits covered	Multiple	Multiple	2 Visits
<ul style="list-style-type: none"> Labor Charges covered Travel charges and expenses for visits covered 			
20% Discounts for extra visits during contract period	NA	NA	✓
Priority Parts Access	✓	✓	✓
Replacement service parts (Ex consumables)	✓	✗	✗
Discounts on all Service parts (Ex consumables)	100%	30%	20%
Preventative Maintenance(PM):			
<ul style="list-style-type: none"> Computer health check Hardware/Software check Clean machine and optics Argon gas system check Performance check Electrical inspection Database backup System safety check PM done once per year PM Certification 	✓	✓	✓
Exchange wear and tear parts during PM(if needed)			
<ul style="list-style-type: none"> Spark Electrode kit Optical Lenses Optic Window Seal O-Rings 	✓	✓	20%
Customization-Value added Service:			
<ul style="list-style-type: none"> One On-site Retraining or 1-2 person to attend a 1-2 day training session held at Oxford Instruments Shanghai Service Centre Software upgrade as applicable when engineer visits 	✓	✓	✗
Discounts for adding new Matrix (where applicable)	30%	30%	20%
Discounts on PO for Consumables	20%	20%	10%

✓ = Included ✗ = Not included NA = Not Applicable

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