

MATERIAL REPAIR PROCEDURE



1 - You send the equipment with the Material Repair Form

This form is essential for the registration and the tracking of your repair. All the administrative check points are linked to this documents. It also contains your technical information which is very valuable for quick diagnostics and repair.

It commits both parties on a standard package price if the repair is common.

2 - CRE Technology records your equipment with an RMA number

The Material Repair Form is sent back to you with an RMA number. It is the proof of the registration. From that point, CRE Technology will check the guarantee, identify the equipment problem and fix it (standard repair).

3 - CRE Technology feed back

- This is a standard repair

The product is repaired and sent back to you. A standard package price is applied. It includes administrative cost and repair. Repair is carried out free of charge if warranty applies.

- This is a complex repair

The repair is quoted to you (price, delivery time...). Should you refuse this quote or if the unit is not economical to repair, minimal fee will be charged to you (admin. costs, diagnostics...).

Price list :

Lumpsum fee type	Fee (€)	Description
Minimum support	100	Minimum support. (Unrepairable, support refused ...)
support 1	185	Test + re-calibration + updated
support 2	265	Support1 + minor failure
support 3	400	Support 2 + major failure
support 4	600	Support2 + New Front panel (Gensys xx)
Support not applicable	xxx	Other repairs / (Boitier Sage / G2P /...)

YOUR AFTER SALES CONTACTS

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