



**Our Service.**

# TRIOPTICS: Your Partner for the Future of Optics

Optical systems have changed the world and will continue to do so in the future. We consider ourselves as a system provider for optical measurement systems and offer our customers the right systems for applications of today and tomorrow.

In only two decades, TRIOPTICS GmbH has become the leading provider of measurement systems in the area of image quality of cell phone, digital camera and automotive lenses, is industry leader in the sector of lens centration tests and has established itself as a leading manufacturer of optical measurement and test systems for science and industry.

## 1. General Information

The TRIOPTICS customer service is supported by more than 20 engineers and technicians from our local subsidiaries.

All worldwide services are coordinated by TRIOPTICS Germany and TRIOPTICS Taiwan. In addition, an equivalent service is offered by our worldwide distributors.

## 2. Service Requests

The TRIOPTICS customer service is available 24 hours, 7 days a week via our online portal ([www.trioptics.com/service](http://www.trioptics.com/service)) and the response time does normally not exceed 24 hours.

During normal office hours, we can be reached by telephone at any time.

## 3. Warranty / Service

During the entire warranty period, the TRIOPTICS customer service is free of charge for all measurement systems purchased directly from TRIOPTICS or an official TRIOPTICS distributor.

TRIOPTICS grants 12 months of warranty on all distributed products from the day of delivery.

During these 12 months, the following services are offered free of charge if the measurement system was used as intended:

- Telephone service <sup>(1)</sup>
- Remote support <sup>(1)</sup>
- Replacement of defective parts (except wearing parts)
- Software updates (concerning software maintenance and bug fixing)
- Support from the TRIOPTICS online service portal
- E-mail ticket system for a quick response time of 24 hours (no guarantee) and traceable processing of your service case
- Availability of spare parts guaranteed up to 5 years after delivery

<sup>(1)</sup> 5 days a week (Mo-Thu) during office hours from 8 a.m. to 6 p.m. and Friday from 8 a.m. to 3 p.m. (GMT+1)



## Service Beyond the Warranty ...

Keep your optical measurement systems in top shape with our service contracts for error-free usage.

In addition, we offer cooperation in all areas of measurement technology, careful review of your requirements, needs and suggestions! The result is a win-win situation and a trustful partnership between your company and TRIOPTICS.

### Why is a service contract valuable?

- Ensure the yearly re-calibration and/or re-certification <sup>(2)</sup> for highest quality standards
- Verify the measurement accuracy internally and for your customers
- Always be up-to-date with regular software updates
- Minimize downtime of your measurement system with regular maintenance by our engineers/technicians
- Get privileged spare part and on-site service
- Benefit from attractive discounts on spare parts, wearing parts and accessories
- You have a personal contact person for expert advice, quick help and problem solutions at any time

<sup>(2)</sup> (required by ISO 9001)

We Currently Offer two Different Service Contract Options:

### TRIOPTICS MCS (Maintenance and Calibration Service)

This is a „one-time service“ that includes the following services:

- Re-calibration <sup>(1)</sup>
- Re-certification <sup>(1)</sup>
- Software updates
- Additional training
- Maintenance
- Official test-calibration-certificate
- Official certified-test-calibration seal
- Advice on technical matters
- Advice on measurement methods
- Working and travel costs for an engineer/ technician
- 10% discount on the list price for any necessary replacement/spare parts

<sup>(1)</sup> (required by ISO 9001)

### TRIOPTICS Master MRC (Maintenance and Repair Contract)

As a complete service package, TRIOPTICS offers the „Master MRC“, which has been developed for the time after the warranty period has ended.

Under certain conditions and if certain requirements are met, the „Master MRC“ is also a useful upgrade during the warranty period. The contract covers all services of the TRIOPTICS MCS, general repairs (due to normal wear and tear) and the recommended periodic inspections of the measurement system also offers the following advantages:

- Yearly re-calibration and re-certification service <sup>(2)</sup> for highest measurement accuracy
- Predictable yearly fee for all preventive, periodic and restoring maintenance and repair of your optical measurement systems and production plants
- Designated TRIOPTICS contact person for all service requests
- Possibility to include all TRIOPTICS measurement systems in your company – independent of purchase date and installation site

<sup>(2)</sup> (required by ISO 9001)





## Our Service Portfolio:

- Repair of all defects occurring as part of intended use – wear and tear covered
- Yearly re-calibration and re-certification service (1) guarantees highest measurement accuracy
- Spare and wearing parts
- Remote support <sup>(2)</sup> (broadband internet connection required)
- Telephone service
- 48 hours on-site service
- 48 hours spare part service
- Software maintenance, updates and new releases
- Discounts on spare parts, software extension

<sup>(1)</sup> (required by ISO 9001)

<sup>(2)</sup> 5 days a week (Mo-Thu) during office hours from 8 a.m. to 6 p.m. and Friday from 8 a.m. to 3 p.m. (GMT+1)



## Your Local Contact

### Germany

TRIOPTICS GmbH

Hafenstrasse 35–39  
22880 Wedel

Tel.: +49 4103 180060  
sales@trioptics.com  
www.trioptics.com

TRIOPTICS Berlin GmbH

Tel.: +49 30 6392 3456  
support@trioptics-berlin.com  
www.trioptics.com

### France

TRIOPTICS France

Tel.: +33 4 72 44 02 03  
info@trioptics.fr  
www.trioptics.fr

### USA

TRIOPTICS USA

Tel.: +1 626 962 5181  
sales@trioptics-usa.com  
www.trioptics-usa.com

### China

TRIOPTICS China

Tel.: +86 010 84566186  
info@trioptics-china.com  
www.trioptics-china.com

### Japan

TRIOPTICS Japan Co., Ltd.

Tel.: +81 54 203 4555  
info@trioptics.jp  
www.trioptics.jp

### Korea

TRIOPTICS Korea, Inc.

Tel: +82 31695 7450  
info@trioptics.co.kr  
www.trioptics.co.kr

### Taiwan

TRIOPTICS Taiwan Ltd.

Tel.: +886 3 4620405  
info@trioptics.tw  
www.trioptics.com.tw

### ● India

HP Instruments

Tel.: +91 80 25521990  
hpi@airtelmail.in  
www.hp instruments.com

### ● Israel

Prolog Optics Ltd.

Tel.: +972 3 536 40 11  
info@prologltd.com  
www.prologoptics.com

### ● Russia

JSC URAN

Tel.: +7 812 335 0975  
info@uran-spb.ru  
www.uran-spb.ru

### ● UK

Armstrong Optical Ltd

Tel.: +44 1604 654220  
info@armstrongoptical.co.uk  
www.armstrongoptical.co.uk

