

## Simi Service Guideline and Prices

Simi Reality Motion Systems sells systems for movement and tactic analysis.

Simi is not only a product manufacturer but also a knowledge and service provider. These elements are important parts of Simi's added value and the company knowhow. Customers all over the world appreciate these services as crucial to their success. As personal service times require highly qualified and motivated staff, the following Simi Service Guideline has been established to maintain service quality.

Simi provides the following services

- (1) Telephone Service
- (2) Email Support
- (3) Remote Support
- (4) On-site Service

All service activities are documented hourly by Simi staff within the Simi customer relationship management system. Concerning complementary and free support hours for our products, the following rules apply. Complementary and free services only include telephone, Email and remote support. On-site support has to be paid extra at any time required, due to higher labour and travel costs. One day of on-site service is 1.290 EUR + tax within Europe and USA and 1.800 EUR in all other countries.

Based on your order value (effective net value payment to Simi accounts) the following service hours are complementary and free of charge after purchase for you:

- For order values above **100.000 EUR** - **30 hours** of free support included
- For order values between **50.000 and 100.000 EUR** - **15 hours** of free service included
- For order values between **10.000 and 50.000 EUR** - **5 hours** of free service included
- For order values between **2.000 and 10.000 EUR** - **1 hour** of free service included
- Order values below **2.000 EUR** - **no free service** included

If the hardware part within your order exceeds 60% of order volume the free service hours will be reduced by 90% (Free service for hardware systems = 0,1\*normal service hours).

Service time which either qualifies as bug fixes or showed a factory malfunction in the Simi system for guaranteed performance parameters described in Simi offer, will not count as service hours during warranty time.

For orders from one single customer (faculty level) the order values of different orders can be summed up, if all orders have been placed within 1 month. Orders which have been placed with more than 1 month in between cannot be summed up to calculate free service hours.

Service hours will be documented by Simi staff in daily business in Simi's CRM database. You can ask for your service history at any time. Bills for non-free service hours will be issued yearly and have to be paid within 10 business days. If you require different billing schedule, please send your billing request to [service@simi.com](mailto:service@simi.com).

Price for one additional non-complementary service hour is

**150 EUR / hour**

Service price calculations can change at any time without prior notice. Service prices can be confirmed in written form prior to any service activity if you require. Please ask our service staff.

Simi Systems with order date older than 5 years ago from the time service is required, are out of any free service.

**Important notice: Service activities that are not directly connected with Simi products are never complementary and will be charged. These can be service activities but are not limited to securing data on PC, installing or configuring codecs to view custom videos, install third party software like EMG or force plate software, installing drivers for printers, monitors or beamers, integrating PC into network infrastructures and any other services not connected to the Simi products directly.**

### **Service availability**

Our standard service availability is 9:30 to 17:00 CET – Central European Time on German business days. Having received a service request we will provide help by Email or get in contact with you to set a meeting time per phone or remote control. From the time we received your service request we will react within 3 business days.

### **How to submit a service request**

To submit your service request we kindly ask you to send an email to [service@simi.com](mailto:service@simi.com).

## Simi repair service

If your system has a malfunction and has been approved to be sent back to factory please follow the instructions below.

**Note: Before sending back any device for repair please approve with Simi service staff that the device has to be sent back! This will normally be done in a remote session. Don't just send back devices without prior confirmation, as system operation may also depend on better training or IT infrastructure deficits.**

If Simi service has instructed you to send back your devices for repair, please follow the steps below.

### 1. System still under warranty:

- If your system is still under warranty your system has to be sent back to Simi for failure checking.
- Please confirm the exact parts of the system you have to send back for failure checking. Sometimes not only the damaged system part may be needed for testing.
- Transport costs to Simi have to be paid by the customer.
- On decision of Simi, Simi will repair the parts or replace them.
- There is no guaranteed time until which the system can be sent back, as Simi does not know the exact failure, repair or replacement time before checking the system in detail and ordering spare parts.
- We will give you an estimation of repair time after the system has arrived and has been checked by our service engineers.

### 2. System out of warranty:

- Same processing as under warranty except:
- After failure checking Simi will send estimated costs for repair/replacement to customer.
- If these costs are accepted, Simi will proceed with the repair/replacement after the invoice is paid.

- If repair costs are not accepted by the customer, system will be sent back without changes. All shipping costs have to be paid by the customer.
- There is no guaranteed time until the system can be sent back, as Simi does not know the exact failure, repair or replacement time before checking the system in detail and arrival of spare parts.

**Important Note:** All duties for data security, protection and privacy issues have to be fulfilled by the customer. All personal data have to be secured before sending the system back to Simi and have to be stored externally. Simi takes no responsibility for data stored on systems that arrive in Simi factory. Any data on the system may get lost during repair or could be available to not authorized persons. Same applies for any software installed on the PC or any software license on it. Simi will only put the PC back to factory settings and not reinstall any other software that had been installed on the PC.

#### **Definition of failures that will be repaired cost free during warranty time**

Simi will only provide free of charge service and warranty if the failure to be repaired has been caused by Simi. A failure caused by the customer due to improper handling of the system will not be repaired for free. This may include but is not limited to wrong power supply, external trigger devices, external hardware connected, custom cameras, self-made cables, installation of external software, wrong connection of cables, broken pins, installed codecs or any other items and handling without care. If the system is checked by Simi and no failure in the system caused by Simi production can be found, the reinstallation and setup of the system will be treated as caused by improper handling and fully charged. All shipping costs back to customer have to be paid by customer in this case.

#### **Installation of software on the Simi system PC**

**Important notice:** The PC delivered with your Simi measurement system is a specialized PC configured specifically to allow recording and analysis of high speed cameras and movement data. It is not allowed to install any software on this PC or use it in a different way than intended. By installing external software on the Simi PC or using it in other ways than intended all warranty claims are lost.

The Simi delivery package includes a recovery disk for the PC to restore factory settings. In case of any system failure the first action will be to use the recovery disk. All other installed programs and data will get lost.

## **Simi Rescue Service**

For customers using the system every day with permanent availability being crucial to reputation or revenue we offer additional rescue services.

For the time your Simi system is at Simi factory for checking, repair and replacement the following additional rescue services are offered at your request:

### 1. Rental system

We may have small systems for use with one camera and Aktisys or Simi Motion Software in stock. These systems can be offered for rental with a daily fee of 30 EUR + tax. This service depends on availability. A credit card has to be registered to cover costs in advance.

### 2. Redundant system for special price

Simi offers to build a new system similar to your existing one for a special price. Price per request

Shipping costs in both services have to be paid by customer.

These Simi service rules become effective from 31/9/2013. All purchases made after this date are subject to these rules. With ordering a Simi system you agree to these rules. These rules are part of all purchase contracts with Simi Reality Motion Systems GmbH, Germany or Simi US Motion Inc., USA.

Simi Reality Motion Systems GmbH  
Simi US Motion Inc.