

**Service Level Agreement  
Your Service Package**

## Overview of Service Specification \*

<b>i-roc</b> Ci70-Ex, Cx7X <b>Tab-Ex</b> 01 DZ1; 01 DZ2 <b>Smart-Ex</b> 01 Z 1/21; 201 Z 2/22; 01 Rugged <b>Ex-Handy</b> 09 Z1/21; 209 Z 2/22; 09 Rugged <b>Pad-Ex</b> 01 <b>Ident-Ex</b> 01	
Max. workshop turnaround time for services ** [number of business days from arriving at the service center ***]	5 days
Validity period (starting from outbound delivery)	3 years

Acknowledgment of receipt	■
Incoming & outgoing inspection incl. explosion testing	■
Analysis & repair with service information	■
Spare parts for repair	■
- Incl. wear parts (excl. battery and SD card)	■
- Mechanically defective parts	■
Cleaning and configuration of settings	■
Firmware upgrades & installation (as agreed)	■
Proactive repairs/improvements to delivered devices	■
"No fault could be detected"—Service	■
Administration relating to services	■
Freight costs for returning items to the customer	■
Online support/technical service hotline	■

- \* Service package concluded for each device at the time of purchase.
- \*\* Exemptions from the agreed times: The turnaround time may be extended due to a missing description of the fault or an outstanding customer response, for example.
- \*\*\* Only the service center in Assamstadt, Germany, can provide services for the following devices:  
 Tab-Ex series  
 Pad-Ex series  
 Cx7x series

## Not Covered by the Service Package

- Total destruction (mechanical destruction of the motherboard, display, or housing as a result of fire, water, or other external influences).
- Loss of the device or individual components.
- Devices where the housing has been opened by persons not authorized by Pepperl+Fuchs. Explosion certification becomes invalid as explosion safety can no longer be guaranteed.
- Faults caused by software where the default settings have been changed.
- Restoring customized application software (where possible).
- Loss of data (no liability accepted, please back up your data beforehand).
- Preventative maintenance work.
- Servicing of accessories (e.g. docking station, charger, and charging cable).
- Shipping costs to the service center, customs duties, or charges for returning the item.
- Faults caused by the network provider.
- Misuse of the product.

## Detailed Descriptions

### Turnaround Time for Services

The standard turnaround time for devices is five business days from the time the item arrives at one of the service centers listed below. To optimize the turnaround time, the customer must return the item directly to one of the service centers along with a completed service report sheet and a detailed description of the fault.

The service report sheet required can be downloaded from <https://www.ecom-ex.com/support/product-repair/> and filled in. The turnaround time may be increased if an incomplete or ambiguous fault description results in requests and/or a customer response is required for the agreement.

Only the Pepperl+Fuchs service center c/o ECOM in Assamstadt, Germany, can provide services for the following devices: Tab-Ex series; Pad-Ex series; Cx7x series.

### Acknowledgment of Receipt

You will receive written acknowledgment of receipt via email when the devices arrive at our service center. The acknowledgment contains the service number that is used to track your device throughout the service.

Please provide this service number in the event of any queries. We can then provide prompt assistance.

### Incoming and Outgoing Inspection incl. Explosion Testing

When your device is serviced, it will undergo a thorough incoming and outgoing inspection, as well as an explosion test based on the applicable explosion protection directives (e.g.: ATEX, IECEx, NEC). All inspections are carried out according to the specifications of trained technicians in the service centers.

A separate log is maintained for each device undergoing a service procedure. This log is saved in the device history.

### Analysis and Repair with Service Information

The result of the service procedure is summarized in a written service information document that you will receive alongside your device.

## Spare Parts for Repair

Spare parts required for service work are included in the service package. This does not include accessories, e.g., batteries or SD cards.

## Cleaning and Configuration of Settings

During the service work, the devices are cleaned and incorrect settings are adjusted.

## Firmware Upgrades

Any firmware upgrades can be installed following prior consultation with the customer. However, consulting with the customer and/or waiting for customer responses may extend the turnaround time.

## Proactive Repairs

Any faults identified in addition to those described in your service report sheet will be rectified within the scope of this service package.

## "No Fault Could Be Detected"—Service

Services where we are unable to trace or detect the fault described in the service report sheet are also included in the service package. In this situation, you will be recontacted by the service team for a more detailed description of the fault or to definitively rule out a potential fault. This may increase the turnaround time.

## Administration Relating to Services

We maintain an ongoing service history throughout the entire service life of the device.

## Validity Period of the Service Level Agreement

Regardless of when the service level agreement is concluded, it is valid from the time that the device covered by the service level agreement is first delivered. The service level agreement ends 36 months after the initial delivery.

Service level agreements are concluded solely for the device described in the service level agreement and in the customer order. The service level agreement cannot be applied to other devices.

## Online Support/Technical Service Hotline

Please call our service center if you have any technical questions:

Monday – Thursday 08:00 – 16:00

Friday 08:00 – 13:00

Please check the time zone of the particular service center.

More information is available at: <https://www.ecom-ex.com/support/service-center/>

## Service Center

[North America, Central America & South America](#)

[Europe/Middle East](#)

[Asia](#)

More information is available at: <https://www.ecom-ex.com/support/service-center/>

## General Conditions

A service level agreement is always concluded for a specific device that can be identified using the device number. The device number must be specified in the order for the service level agreement. A service level agreement is only concluded if the service charge is paid in due time.

All prices are net sums, excluding VAT, and without customs clearance.

## Prices

The costs of concluding a service level agreement can be found in the customer quotation for the service level agreement. The service charge must be paid in full upon conclusion of the service level agreement. If the device covered by the service level agreement is lost or destroyed, the service charge will not be reimbursed.

## Freight Costs for Returning Items to the Customer

The freight costs for returning the product to the customer are included in the service package.

## Payment Conditions

The service charge for the three-year contract period must be paid in advance. The payment must be credited to the account specified on the invoice within 30 days of receiving the invoice. The service can only be implemented upon receipt of payment. If the outstanding payment is not received in due time, we reserve the right to decline the service.

The validity period of three years commences upon delivery of the device covered by the service level agreement. The service level agreement cannot be terminated by the customer and remains in effect for a period of three years—even if the device is destroyed or lost. If the device is destroyed or lost, the customer is not entitled to a reimbursement or reduction of the service charge.

## Warranty for Services

- In the event of repair work or installation of spare parts, the warranty for the repair and the spare parts extends for three months.
- The service centers are certified according to ISO 9001.
- Only the aforementioned service centers are authorized to carry out service work. Your devices should therefore always be sent directly to our service centers.
- A device should never be opened by someone without authorization, i.e., someone who is not specially trained and is not certified according to the above standards. Otherwise, explosion certification may become invalid as explosion safety can no longer be guaranteed.
- In addition to the aforementioned provisions, the Service Level Agreement is governed by the General Terms of Delivery for Products and Services of the Electrical Industry currently specified by the ZVEI (*Zentralverband Elektrotechnik- und Elektronikindustrie e. V.—German Electrical and Electronic Manufacturers' Association*). In the event of contradictions, the provisions of the service level agreement take precedence.

## Note

Pepperl+Fuchs has no influence on the legal status of individual countries. In particular, it may be considerably more difficult or even impossible to return devices covered by a service level agreement due to customs or export regulations. When transporting a device into countries outside of the EU, problems of this kind cannot be ruled out. Within the scope of the service level agreement, Pepperl+Fuchs does not guarantee that a customer will be able to return a device covered by a service level agreement to one of the service centers at any time or from any country and accepts no liability for the fact.

This agreement is supplemented by the General Terms of Delivery for Products and Services of the Electrical Industry specified by the ZVEI.