

Repair Procedure

in force as of January 1, 2004

Repairs are performed as much as possible on the basis of standard board exchange, quick turn-around at fixed prices as per the price list, and guaranteed six months.

- ▶ *Within 5 work days after receipt of the equipment,*
the customer receives B+L's proposal:
 - Probable cause
 - Level of repair and cost

- ▶ There are six repair levels:
 - 0 = No fault found: Board to be replaced, at a cost of € 150 (with guarantee)
 - 1 = Minor: low price.
 - 2 = Intermediate: 25 % to 35 % of price of a new board *
 - 3 = Massive: 65 % of price of a new board *
 - 4 = Very difficult to determine the problem: more time is needed
 - 5 = Impossible or not desired.

* Option boards and Displays/Keyboards: 50 % (intermediate), 75 % (massive)

- ▶ The customer's decision:
 - } Accept
 - } Decline; evaluation charge of € 50 will be applied
 - } Order new board at full price
 - } Repair in the traditional way
 - } Need more time to discuss with end user.

- ▶ Unit to be returned,
within 5 work days after the customer's decision.

- ▶ The customer will be reminded twice.
If no reply within 3 months: unit will be disposed of; customer advised accordingly.

- ▶ In certain cases, it is necessary or desirable to repair the traditional way:
 - Old boards
 - Damage not on board level
 - Impossible to find the failure within a week

or the customer **tells us** he doesn't want:
 - program to be removed
 - to lose hard-wired calibration
 - to lose specific parameters in memory.

- ▶ The old board's program will be inserted in the new board, unless a newer version would be better.