Support Protect & Care

Program

2 Program Benefits

A package of essential benefits designed for EZMetrology's worldwide user community

Software Updates
Download and update your systems to the latest software enjoying new features and enhanced user interaction.

Our innovative development team is continuously improving and creating additional measurement capabilities for an ever-expanding range of applications. Convenient build-in downloads are provided to access the latest software upgrades without delay.

Tech Support
Reach out to experts at EZ for questions regarding operation, applications or software updates.

Take advantage of our support team's thorough knowledge for installation, software operation, and applications for all EZMetrology products. Our support team's goal is to ensure your complete satisfaction with our products for all your application requirements.

Academy
Access exclusive collection of technical documentation, instructional videos and FAQ's for all EZMetrology products

Access proprietary materials in real time at your convenience for immediate answers to your application question or supplement training subjects for normal or advanced operations

Repairs
All essential components such as electronic boards and sensors are covered under the program.

Products that are damaged or not functioning properly, repair or replacement of non-consumable components is covered. Labor costs for replacement or repair of non essential components is covered under the program. To reduce downtime, priority attention is given in processing the inquiry if repair, or service is required.

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Coverage Timing

Ensure you can enjoy the benefits without interruption

First Year

All your products are automatically covered for one year from the product ship date. During this period, you will benefit from all aspects of the program.

Annual Renewal

Product coverage must be renewed before the first or current subscription expires to ensure continuous coverage.

Gap Years

In case of coverage interruption of your product, additional fees may be incurred to renew the program.

Long Term Coverage

For peace of mind and eliminating repetitive paperwork, multi-year coverage is available at reduced costs.

Closing the Gap

Software updates are immediately available at the time of renewal. Hardware-related shape damage or malfunction which occurs before renewal is not covered. For devices with significant gaps in coverage, an evaluation may be required to assess if the device can be "coverable." Program annual sign up or expiration is always on the anniversary of the original ship date.

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Your Point of Contact

How to access the benefits of the program allowing a prompt reply

Technical Support

For any of your questions on the product, software, application or analysis, our team of experts are available to assist and clarify.

✉ support@ezmetrology.com

📞 +1 248 861 2600

For smooth and efficient processing we recommend to include the following information in the request:

- Serial number of affected product(s)
- Versions of all software currently installed
- Detailed description of problem
- Log files, data, screen images and other information when relevant

Repair Service

In the unfortunate situation where the device might need repair, our repair team is on stand-by. The staff will ensure that a repair is indeed required or if remote support can resolve the issue. In case of repair, you will receive instructions and how to reduce downtime.

✉ support@ezmetrology.com

For a prompt reply we recommend to include the following information:

- Serial number of affected product(s)

- Detailed description of problem

EZMetrology will issue a Return Material Authorization (RMA) number and required paperwork. Shipping instructions are detailed on the RMA documentation.

Software Release Server

The EZMetrology Download Center application provides direct and immediate access for installation of latest versions as well as updates for embedded and Windows-based software.
The application will analyze, display any active version and present all available updates. When an upgrade is downloaded and installed, the application will also propose a restore point to ensure data integrity and data transfer or conversion to the new revision.

All provided information to our staff will be treated as confidential by EZMetrology.
The services are available during regular business hours (9am – 5pm, EST). Support is not available on EZMetrology company holidays.

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What Is Not Covered

Damage from Non-Standard Operation
Failure to follow approved EZMetrology procedures and guidelines on how to use the systems may void coverage. All damages, including excessive or repeated damage are subject to review by EZMetrology.

Additional Software Modules
Modules not available nor included at the time of initial product purchase can be obtained by the customer and activated later; however, module purchase costs are not covered by this program. Note, additional modules and their upgrades may not be available if your product is not up to date.

Shipping (Returns)
Shipping costs for returns to EZMetrology are not covered. All logistics are under Ex Works terms.

Calibration
Product calibrations are not covered under this program. Our repair policy includes a verification step to confirm product performance. If calibration is recommended, this will be communicated to the customer and quoted upon request.

Consumable Replacement Kits
Replacement kits for consumables are available for purchase. For example, the SpeedPod Suction Cup Kit and the SpeedPod Protective Cover Kit. The replacement kits are not covered by this program.

Batteries and Cables
Batteries and cables provided with products are not covered.

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Other Exceptions and Limitations

General

When subscribing to the Support Protect and Care program. The following general terms apply (1) Coverage is provided per individual product based on its unique serial or license number and is not transferable to other products. (2) EZMetrology is not liable for delays or financial losses incurred that may be attributable to non-functioning EZMetrology products. (3) No refunds shall be made for unused services. (4) If a replacement product is provided in lieu of repair for an original product, then the original product becomes the property of EZMetrology. A replacement will not be provided until the original product has been returned to EZMetrology.

Support

The technical support is performed to the highest standards. To guarantee a prompt response to all subscribers, the following conditions are established; (1) All users must demonstrate a sufficient understanding of product operation before receiving assistance from EZMetrology technical support. EZMetrology technical support is not to be used as a replacement for EZMetrology training courses. Operator proficiency is subject to review by EZMetrology, and when found to be deficient, a recommended training plan will be provided. (2) All technical support and documentation is provided in English. (3) EZMetrology will focus on the latest release versions and are not required to support software that is not the most current release. They can assist to upgrade to a newer release if desired.

Repair Coverage

In the following cases labor cost for repair might not be covered; (1) Cosmetic Damage or defects that do not interfere with the operation of the product. (2) If the Warranty Sticker is damaged or missing, coverage is voided. (3) Theft or Loss of a product or license is not covered. (4) Evidence of Water Damage by excessive exposure indicated by internal water detection sticker will void coverage.

Software

Software upgrades must be executed with caution. Reach out to support in case of doubt prior to proceeding with an upgrade. Important aspects to confirm are (1) Interoperability. Only parts and functionality associated with the specific registered product are covered. Where multiple EZMetrology products are used in combination, unregistered products will not be covered. (2) Software Updates: It is the responsibility of the customer to ensure that their products are kept up to date with the latest versions of software. Software licenses are provided for a particular Windows version; EZMetrology is not liable for issues involved with changes to the operating system that are undertaken without first consulting EZMetrology. (3) Data Back-Up: The built-in restore point functionality from the Download Center Application must be used to secure and backup all existing data. It is the responsibility of the user to save the restore point when prompted.