

GP SOLAR SERVICE CONTRACT BRONZE

SMART SERVICE PACKAGE WITH SERVICE AVAILABILITY
FOR TROUBLESHOOTING AND TECHNICAL SUPPORT



CONSULTING



CELL TECH



MODULE TECH



INSPECT

DESCRIPTION

With our Service Contract BRONZE we provide a basic service package – availability by telephone, as well as various software services and on-site support.

MONTHLY RATE

- › 24 hours reaction time (first response) following service request during business hours
- › On-site availability following service request: 24 hours
- › Software maintenance (regular measurement software updates)
- › Minimum 4 billable hours for on-site visits (for non-contractual services)
- › 5% discount on software customizing, training and service & support and furthermore including following services per year

SERVICES PER YEAR

- › Service & support for characterization equipment
- › GP Solar Inspect software support
- › Telephone support during business hours
- › Training applicable for 6 hours in regular working time for Inline & Offline characterization, product training or basic technology training
- › Parts storage in a central warehouse
- › Preventative maintenance per system 2 days per year (calibration and recipe implementation; remaining days transferable to other systems under contract)

ADDITIONAL SERVICES

In addition to the services above it is possible to order some extra services:

- › Calibration
- › Quality measurements
- › Recipe adjustments
- › Trainings

WAFER



TEXTURE



DIFFUSION



EDGE ISOLATION



AR COATING

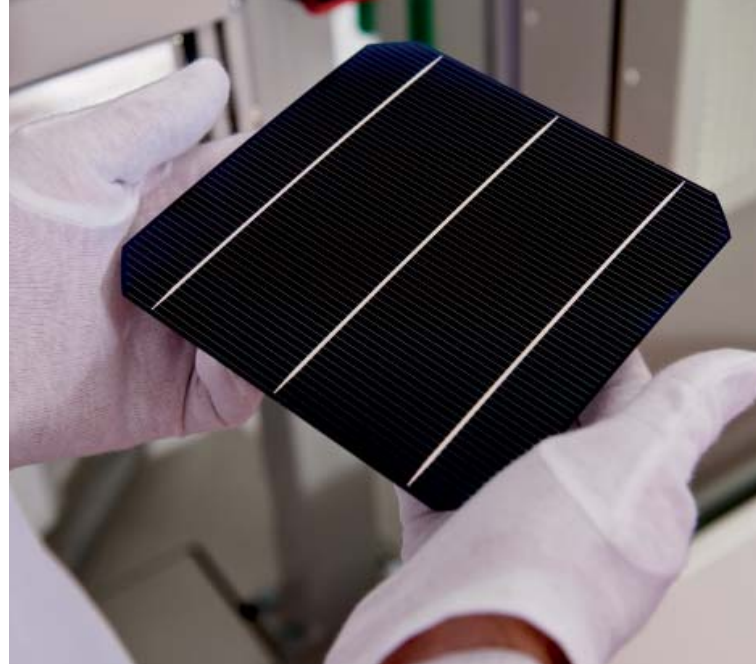
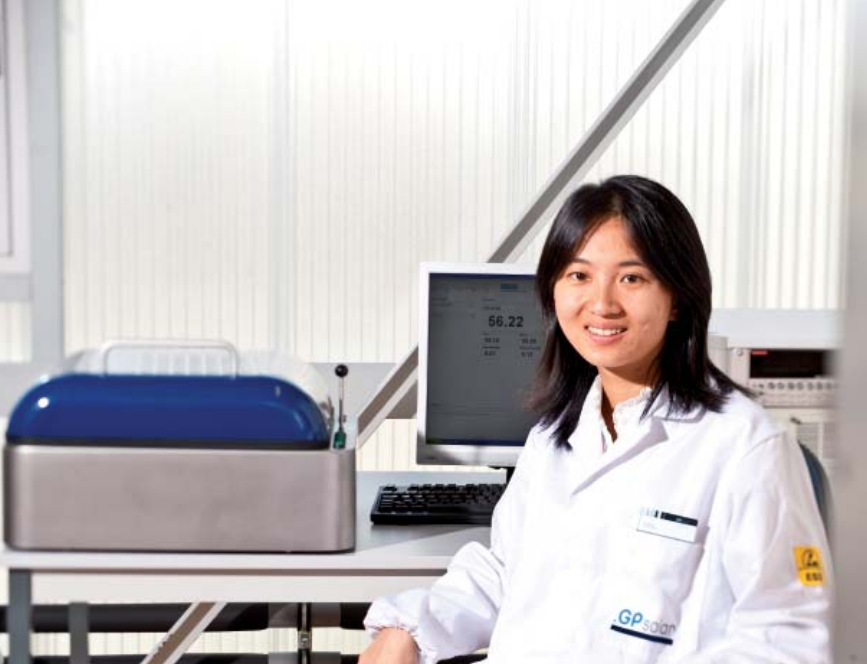


GRID



FINAL CLASSIFICATION





| DESCRIPTION | GP SERVICE CONTRACT BRONZE | ARTICLE NO. |
|--|----------------------------|-------------|
| Minimum number of GP Solar Inspect Systems | 1 | 04.00.0048 |
| Telephone support availability | During business hours | 04.00.0008 |
| Reaction time following service request during business hours | 24 hours | |
| On-site availability following service request | 24 hours | |
| Preventative maintenance per system | Max. 2 days/year | |
| Remote access service Monday through Friday between 8am and 6pm | No | 04.00.0050 |
| On-site troubleshooting | No | |
| Fees for weekend and holiday services | Yes | 04.00.0013 |
| Charge additional fees for work outside of normal business hours | Yes | 04.00.0014 |
| Software maintenance | Yes | 04.00.0023 |
| Discount for software customizing | 5% | |
| Discount for training, service & support | 5% | |
| Minimum billable hours for on-site visits | Min. 4 hours | |
| Parts storage | Central warehouse | |
| Contract duration | 1 year | |

Note: some of the mentioned features are optional. Technical details subject to change without prior notice. Only technical specifications in quotations and duty books are binding.

GP Solar GmbH Phone + 49.7531.282 484-0
 Turmstrasse 22 Fax + 49.7531.282 484-10
 78467 Konstanz info@gpsolar.de
 Germany www.gpsolar.de