

GP SOLAR SERVICE CONTRACT GOLD

WORRY-FREE SERVICE PACKAGE WITH SUPPORT FOR ANY REQUEST 24 HOURS PER DAY



CONSULTING



CELL TECH



MODULE TECH



INSPECT

DESCRIPTION

With our Service Contract GOLD we provide a comprehensive all-round package – constant availability by telephone, as well as various software services and on-site support.

MONTHLY RATE

- › 8 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)
- › On-site troubleshooting as needed
- › Minimum 2 billable hours for on-site visits (for non-contractual services)
- › 20% 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 24 hours 7 days a week
- › Training applicable for 6 hours in regular working time for Inline & Offline characterization, product training or basic technology training
- › GP remote-access service Monday through Friday
- › Parts storage in a on-site stock
- › Preventative maintenance per system 4 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 GOLD	ARTICLE NO.
Minimum number of GP Solar Inspect Systems	25	04.00.0048
Telephone support availability	24 hours a day 7 days a week	04.00.0008
Reaction time following service request during business hours	8 hours	
On-site availability following service request	24 hours	
Preventative maintenance per system	Max. 4 days/year	
Remote access service Monday through Friday between 8am and 6pm	Yes	04.00.0050
On-site troubleshooting	As needed	
Fees for weekend and holiday services	No	04.00.0013
Charge additional fees for work outside of normal business hours	No	04.00.0014
Software maintenance	Yes	04.00.0023
Discount for software customizing	20%	
Discount for training, service & support	20%	
Minimum billable hours for on-site visits	Min. 2 hours	
Parts storage	On-site stock	
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.

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