

ecom

MOBILE SAFETY



All repairs free of charge (excludes battery) including result of accidental damage

Maximum five-day turnaround

Transparent Total Cost of Ownership

Statement of ecom's commitment to unbeatable quality and service

No Questions Asked

THREE YEARS WARRANTY

**Our extensive knowledge, quality products and proven track record
make us the safe option.**

**Our many years of experience, flexibility and service
make us the only option.**

Mobile experts

ecom instruments is an innovative company which is characterized by its reliability, professionalism & high levels of expertise in implementing demanding projects in the field of intrinsically safe products.

This is a worldwide service agreement. We aim to partner with our customers in every sector of industry: not only before and during but also after the sale and when our products are in daily use. Our focus is that you consistently benefit from all our mobile devices each and everyday. To ensure this, ecom's support and services are at your disposal with professional assistance and outstanding customer care throughout the world.

Your Safety is our top priority

"Your safety is our priority" is the core belief of our engineers, developers and specialist manufacturers, - as it has been for the 25 years we have successfully developed equipment for use in hazardous areas.

Product and Service Innovation, Quality and Satisfaction

Ensuring the maximum quality in development, production and service is our way of maintaining our promise to you – to provide the highest levels of safety possible in your daily work. You can sign up for our **No Question Asked** service package and benefit from predetermined costs and exceptional ecom services.

Global and efficient service is called **No Question Asked** .



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Service description

No Questions Asked service package for Ex-Handy 08/07, Ex-HSPA 08 and Ex-GSM 07	at no charge
Max. workshop throughput time for services provided (working days) *	5 days
Term (commencing with delivery)	3 years

Confirmation of receipt	<input checked="" type="checkbox"/>
Tests are carried out when device is received & before returned, incl. Ex-test	<input checked="" type="checkbox"/>
Analysis and repairs with service information	<input checked="" type="checkbox"/>
Spare parts for repairs	<input checked="" type="checkbox"/>
- incl. wearing components (excl. battery and SD-Card)	<input checked="" type="checkbox"/>
- physical damage (excl. intentional misuse)	<input checked="" type="checkbox"/>
Cleaning	<input checked="" type="checkbox"/>
Firmware upgrades and installation	<input checked="" type="checkbox"/>
Proactive repairs / improvements of the devices sent in	<input checked="" type="checkbox"/>
"No failure found" service	<input checked="" type="checkbox"/>
Administration of the services provided	<input checked="" type="checkbox"/>
Costs for return shipping to customers	<input checked="" type="checkbox"/>
Online support / technical service hotline	<input checked="" type="checkbox"/>

* Excluding coordination times: throughput times may, for example, be extended as a result of the customer not providing a description of the defect or not replying to our inquiries.

The following items are not covered by the service package

- Intentional misuse
- The loss of a device or individual components
- Devices where the casing has been opened by persons not authorized by ecom. Ex-certification will become void in such cases due to the fact that ex-safety can then no longer be guaranteed
- Errors caused by software not corresponding to the condition as supplied to the customer
- Restoration of customer-specific application software (only as far as possible)
- Data loss (please backup your data beforehand)
- Preventive maintenance work and repairs not related to safety or functionality
- Dispatch cost to ecom
- Service issues related to the carrier

DETAIL DESCRIPTIONS

Maximum turnaround time for services

The maximum turnaround time for devices is five working days commencing with receipt at ecom's service centre. This requires that the customer provides a full description of the defect. The required accompanying repair sheet may be downloaded from www.ecom-ex.com and filled out directly. The throughput time could otherwise be extended, for example, as a result of the customer not providing a description of the defect or not responding to our inquiries. The device will not be returned if withholding it becomes necessary to ensure protection against explosions and direct repairs are not possible.

Confirmation of receipt

You will receive written confirmation of receipt by email when the goods arrive at our service centre. This notification will include the service number assigned to your device for the duration of the repair work. Please state this number when making enquiries as this will enable us to provide immediate assistance.

Equipment tested when we receive the device and before we return it, incl. ex-test

Your device will undergo extensive inspections on receipt and before it is returned to you. These inspections will include ex-tests in accordance with the international standards drawn up to provide protection against explosions. All tests will be carried out in compliance with defined specifications by trained ecom technicians at the ecom service centres. A separate record will be kept for each service procedure and archived with the device's history.

Record of inspection, investigation and repair

The results of servicing will be summarized in a service record that will be provided with the device when it is returned.

Spare parts for repairs

Any spare parts required for servicing will – with the exception of the cases excluded on Page 3 and the rechargeable battery and SD card – be included in the service package.

Cleaning of the housing and settings

When the repair work is carried out the housing of the device is cleaned and incorrect settings are reset.

Firmware upgrades

Existing firmware upgrades may be installed at no cost by prior agreement with the customer. However, the turnaround time may be extended due to any necessary coordination with the customer and the time the customer subsequently needs to respond to our inquiries.

Proactive repairs on the devices returned

Defects determined beyond those mentioned by customers will be remedied and improvements will be carried out within the scope of servicing.

„No failure found“ service

Inspections where we are unable to locate or track down the defect you have described will also be included in the service package. In such events, ecom service will contact you again, in order to find out more about the defect or to finally rule out the possibility of defects. This may result in the throughput time being extended.

Administration of the services provided

We shall keep a continuous history of the services provided for the device's entire lifespan.

Costs for return shipping to customers

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

Online support / technical service hotline / NQA

We will be able to answer all technical questions at the ecom service centre by phone (from Mon-Thurs, 8.00 am to 4.00 pm, and Fri, 8.00 am. to 1.00 pm., in the ecom support centres' respective time zones), by email (see below) or at www.intrinsically-safe-mobile-phone.com using the NQA or FAQ or the Web download www.ecom-ex.com/en/products/communication/mobile-phones.