

## § 1 General Information Hardware

By sending the product, you shall agree that it is inspected in order to find the specified cause of fault. Please, always give a fault description for this purpose.

In case your device is within warranty and a fault is found that is not attributable to a third party, it shall be understood that we bear any costs. In case a fault is resulting from any extraneous cause, the provisions of sections 2 to 5 shall apply.

Any components replaced in the course of repair shall be subject to a warranty period of twelve months.

For disposal of legacy devices or devices beyond repair we shall charge a lump-sum amounting to € 185.-.

If you decide in favour of a new hardware device, any lump-sums charged for disposal and/or inspection shall be set off against the purchase price of the new device.

In case of sensors that are within warranty and have no fault found, the respective lump-sum for inspection shall take effect (see sections 1 to 4).

As a rule, we shall expect your response to any cost estimate within a period of 14 days of receipt. In case we do not receive any response within the above period, no response shall be taken to signify consent to the estimate. In case you decline our estimate, we shall charge a service fee amounting to € 185.- to you.

The estimated time needed for repair of hardware components shall be eight weeks.

In order to learn which costs or lump-sums may arise regarding the return of your product, please see the next section.

## § 2. 1D Sensors

### § 2.1. Sensors of Product Line ELD-P / HD-P

For inspection of a device of this product line, a lump-sum shall be charged. This lump-sum shall be charged even if you send such a device within the respective warranty period and no fault can be found.

**Lump-sum for device inspection** € 510.-

**No** cost estimate shall be provided; a lump-sum shall be charged for each repair.

**Lump-sums for repair:**

ELD-P 10/ELD-P 7. 5 € 1,385.-

ELD-P 400/HD-P 600 € 1,535.-

ELD-P 100/HD-P 100 € 1,655.-

ELD-P 20 HT/HD- P 20 HT € 1,985.-

With regard to the following sensors, service is not cost effective after seven years anymore: PD 10NR S MA / HD-P 100 / HD-P 20 HT / HD-P 600 / HD-P 100 / ELD-P 7.5 Support shall no longer be applicable in this regard.

In case you send a sensor nevertheless, we shall charge a lump-sum for service in addition to the lump-sum that may arise for disposal.

**Lump-sum for service** € 185.-

**Lump-sum for disposal, in addition** € 185.-

### § 2.2. Sensors of Product Line L1000D

With regard to this product line, we shall provide you with a cost estimate. In case you decline this estimate, we shall charge the lump-sum for service to you. In case of no fault found, a lump-sum for device inspection shall be charged to you but no lump-sum for service.

**Lump-sum for service** € 185.-

**Lump-sum for device inspection** € 406.-

## § 3. 2D Sensors

### § 3.1 Product Line LD LRS / ELD LRS / L2000D-13x

**No** cost estimate shall be provided; a lump-sum shall be charged for each repair and device inspection. In case you require a previous classification into repair level, you have to inform us in this regard before sending the product.

**Additional costs for classifying into repair level** € 145.-

**Lump-sums for repair:**

Level 1 € 5.020.-

More than one component/unit is defect or a significant mechanical defect exists (but no defect beyond repair)

Level 2 € 3.323.-

One component/unit is defect and has to be replaced.

Level 3 € 918.-

Device inspection, firmware update or repair without replacing any units.

### § 3.2 Sensors of Product Line L2000D-11x / L2000D-22x

With regard to this product line, we shall provide you with a cost estimate. In case you decline this estimate or no fault is found, we shall charge a lump-sum for inspection to you.

**Lump-sum for device inspection** € 725.-

### § 3.3 Sensors of Product Line LD OEM / ELD LA / ELD L PECO / ELD L COCA / LD PDS

**No** cost estimate shall be provided; a lump-sum shall be charged for each repair and device inspection. In case you require a previous classification into repair level, you have to inform us in this regard before sending the product.

**Additional costs for classifying into repair level** € 145.-

**Lump-sums for repair:**

Level 1 € 2.516.-

More than one component/unit is defect or a significant mechanical defect exists (but no defect beyond repair)

One component/unit is defect and has to be replaced.

Level 3 € 686.-

Device inspection, firmware update or repair without replacing any units.

## § 4. 3D Sensors

### § 4.1 Product Line L3000D-Compact / L3000D-Standard

With regard to this product line, we shall provide you with a cost estimate. In case you decline this estimate or no fault is found, we shall charge a lump-sum for inspection to you.

**Lump-sum for device inspection** € 910.-

In case the product is sent because the 2D sensor is faulty and no fault can be found, the lump-sum for device inspection of 2D sensors depending on the sensor as specified under § 2 et seqq. shall be charged in addition.

## § 5 Other Hardware

With regard to any hardware devices that are not listed, a cost estimate shall be provided. In case you decline this estimate, the lump-sum for service shall be charged.

**Lump-sum for service** € 185.-

## § 6 Software

By notifying a fault, you shall agree that we analyse the fault notified. Based on your fault description, we shall forward your request to a competent employee as soon as possible and he/she shall analyse the fault described by you.

In case the software is still within warranty and the fault is not attributable to a third party, it shall be understood that we bear any costs.

In case of any fault occurring after warranty has expired or in case of any fault attributable to a third party within warranty, we shall be entitled to charge for fault analysis and correction.

We will send you our Service Price List.