

Advantech Customer Care Warranty Service

- ／ Basic Service
- ／ Replacement Service
- ／ On-Site Service
- ／ Extended Warranty Service
- ／ Customization Service

V1.2

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ADVANTECH

**Customer
Care** 

Advantech Customer Care hotline:400-810-8389
www.advantech.com.cn/care

Overview

This service product manual mainly introduces the definition, standards and content of Advantech Warranty service products (on-site / replacement / extended warranty) to help Advantech service product dealers, service partners and product end users to understand the "Warranty Service" products and service policies.

Advantech only provides the service products listed in this manual in China, excluding Hong Kong, Macao and Taiwan in China, if integrators or users sell and move hard-ware products with Warranty Service to other countries and regions:

- In principle, customized products should be returned to China to receive corresponding services according to this manual;
- Relevant after-sales service matters will be implemented in accordance with the Advantech overseas and local service policies.

Standard products: including all products of Advantech's own brand (excluding customized products), parts products (such as motherboard, chassis, board card, module, etc.) and Advantech complete machine assembled by Advantech Systems Factory (standard material number].

CTOS original machine: customized according to different requirements and order content.

For the latest version of the «Advantech Customer Care warranty service product manual», please visit Advantech website. <http://www.advantech.com.cn/care>, "研华客户服务" WeChat official account or Call Advantech Customer Care hotline: (4008108389) for consultation.

The final interpretation right of this service product user manual belongs to Advantech Customer Care Division .

Note: To ensure the fastest response to your help, please provide the following detailed information when proposing your service requirements:

- (1) Contact person, contact telephone number
- (2) Company name, detailed address of the equipment
- (3) Device serial number or barcode
- (4) Detailed fault phenomenon description and information
- (5) Cooperate with Advantech Customer Care hotline for remote general troubleshooting



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Basic Customer Service

Advantech basic customer service provides Advantech Customer Care platform, remote problem processing, online technical support, customer care and RMA Repair service, including product validation, use guidance, fault judgment, technical troubleshooting, report repair and dispatch work orders, service product purchase consultation and service satisfaction survey, etc. Users can through Advantech Customer Care hotline, Advantech Customer Care WeChat official account and QQ access services, anytime and anywhere.

Advantech Customer Care Platform

Advantech specially set up a customer service hotline (400-810-8389 / 800-810-8389) to provide customers with 24-hour after-sales technical support (repair reporting, hardware repair, etc.), service product sales and purchase consultation, service policy consultation, service complaints, service and product suggestions. All incoming calls shall be transmitted in real time, and the corresponding technical engineers shall judge, support and accept the fault problems in the shortest time. The whole process is recorded and tracked by the corresponding service system to ensure that each customer service request can be solved in time.

Responsibilities and obligations of Both Parties

No	Activity	Advantech	Customer
1	Release hotline number through open channels and media call center number		-
2	Receive and acknowledge service requests, create customer information (company name, address, telephone number)		
3	The serial number or barcode information of the faulty device must be provided in the request		
4	Fault information confirmation and remote troubleshooting (product audio and video supply, assist in necessary operations)		
5	Classify and grade customer service requisitions		-
6	According to the judgment of the service request for follow-up processing, proposal		
7	Service request processing confirmation, request processing completion evaluation		
8	Service request return visit, customer satisfaction statistics, analysis		

 表示责任方； 表示协助方；



Remote Problem Processing

After receiving the system, product failure or use problem declaration, the Advantech will conduct remote fault judgment, analysis and processing, timely troubleshooting of fault categories, possible causes. Remote problem management includes: phone support and remote access.













Telephone technical support

After receiving the service request, the engineer will provide technical support by telephone within the response time specified by the service level, help the customer to judge, analyze and locate the problem, provide the solution to the problem, and remotely guide and assist the customer to implement.

Remote access

For failures or problems that cannot be solved by telephone support services, after obtaining the user's consent, research and collection data can be investigated and collected through remote terminal login to the faulty equipment, the cause of the failure is analyzed, solutions are proposed, customers can be guided to implement, and remote operations can be provided if necessary.

The division of responsibilities between the two parties in the remote problem-handling service

No.	Activity	Advantech	Customer
1	Provide access to problem handling service requests		-
2	Respond to service requests within the specified time limit		
3	Upgrade issues to follow-up expert support (FAE/ Taipei AE etc. if necessary)		-
4	Provide device serial number or bar code, device location, fault symptom description, and other information required for fault analysis, such as alarms, logs, performance measurement, and operation records		
5	Provide remote channel and temporary access account and password, and authorize Advantech remote access	-	
6	Provide a temporary solution to restore the system to the pre-obstacle status (if necessary)		
7	Implement problem resolution and verify its effectiveness		
8	Confirm the effect of the solution and feedback the status of the problem	-	

Technical Validation Service

The offline technical validation service, maintenance service and integrated maintenance service of the complete machine that cannot be solved by telephone and remote access support, fault judgment that does not involve hardware repair and replacement, application problems that need to be handled by physical identification and operation, and off-site maintenance are provided for charging, which is referred to as [technical verification service].

Service mode: Mail, Yanhua building, No. 7, Shangdi 6th Street, Haidian District, Beijing (Advantech Customer Care) (the customer and Advantech shall bear their own express delivery fees

Contact : 400-810-8389, "研华客户服务" Advantech Customer Care WeChat official account

Note: technical service and technical validation service are qualitative and technical treatment of application / abnormality, not analysis of the cause of abnormality for abnormal parts

Online Technical Support

Advantech Customer Care WeChat official account of "研华客户服务" and Advantech website provide a large number of product and technical materials, such as product manual, product application cases, use experience summary, product drive, etc. You can visit the website of Advantech and download relevant information to get the latest product knowledge

Advantech Official Website:<http://www.advantech.com.cn/care>
Advantech Customer Care WeChat official account: 研华客户服务" or "Advantech4008108389"

Customer Care

Advantch in line with the customer-centered, accurate care, comprehensive contact service concept, through telephone, online platform, network and other channels to visit customers, at the same time with customer marketing customer service, product / service quality, after-sales service, etc, communication, according to the feedback to review and improve service design, delivery and customer experience, improve customer value and service quality.

Customer Return Visit

In order to provide service beyond customer's expectation and create customer value together with customers, Advantech has established customer return visit system in the form of telephone, email and face to face.

Customer Service Satisfaction Survey

In order to understand customer perception and expectation, ensure the design of service and service products to meet customer needs, and improve customer service quality and satisfaction, Advantech will be:

- Establish a service complaint, suggestion and demand feedback system.
- Regular online and offline customer service satisfaction survey method and the corresponding
- improvement mechani.

RMA Repair Service

Advantech provides repair or replacement services (for hardware) for all standards and outsourcing products within the warranty period.The customer can send the defective products to the Kunshan repair center of Advantech for repair. Advantech promises to complete the repair within 5 working days from the receiving date. If the product failure description is unknown or batch repair or the cost needs to be confirmed because the product exceeds the warranty period, the repair period will be extended appropriately according to the actual situation.

Advantech Customer Care Warranty Service

Advantech Customer Care Warranty Service Product (on-site/replacement/ex-tended warranty) are the core guarantee service solutions specially created for customers who buy Advantech hardware products. Based on the standard quality assurance service, the solution increases and improves the response time and speed of remote problem handling and spare parts service. Meanwhile, on-site faults and anomalies are quickly dealt with by on-site service of the original factory, providing all-round and all-weather protection for customers and eliminating their worries.

In addition to providing 3 types of standard service products such as on-site/replacement/extended warranty, we have planned customized service products including 7x24 on-site service, 6-10 years replacement service, installa-tion service and storage media retention service to meet different needs of customers.

Service Products and Service Scope

The following conditions must be met to obtain the service products (on-site/replacement/extended warranty) listed in this service product manual normally.

- The customer has purchased the relevant service product from Advantech and the service products are within the validity period. The service shall be limited to the hardware with the serial number bound to the service products;
- On-site / replacement / extended warranty of service products listed in this service product manual are respectively applicable to Advantech complete device / complete device + self-produced hardware products / all Advantech hardware products;
- Advantech products sold through Advantech's sales channels and not modified or modified by users or third parties shall be applicable to the service; Component damage caused by abnormal factors such as corrosion, physical damage, man-made and natural disasters is not within the service scope of the service products listed in this service product manual!

Service Acquisition Method

You can obtain Advantech Warranty Service products in the following ways:

01 Before The Product Leaves The Factory

You can choose to buy Warranty Service products according to your needs, and obtain relevant value-added services through pre-purchase:

1. On-site service 1-5 years after the product leaves the factory (complete device)
2. Replacement service for 1-5 years after the product leaves the factory (complete device + own product)
3. Service that extend the warranty period by 1-3 years

02 After The Product Leaves The Factory

You can also choose to buy Warranty Service products to obtain the relevant value-added:

1. 1-5 years on-site service (complete device)
2. 1-5 years replacement service (complete device + own product)
3. Service that extend the warranty period by 12-36 months

03 Customization Service (Special Requirements)

When the maximum service period of standard service products is exceeded or you have special service requirements, you can apply to Advantech to purchase Customization Service products, so as to obtain the service specifications and prices of relevant service products after evaluation. Customization Services include:

1. 7×24 on-site service
2. Replacement service for 6-10 years
3. Customer retention service (temporarily limited to storage media in CTOS)
4. Inspection and installation service

04 Service Product Purchase Channels

Standard Service

You can use Advantech Customer Care hotline (400-810-8389 / 800-810-8389), website, Advantech Customer Care WeChat official account "研华客户服务" and other channels feedback service purchase demand, We will contact you in time. You can also conduct service consultation and purchase through Advantech offices and authorized dealers.

Customization Services

You can use the Advantech Customer Care WeChat official account "研华客户服务" (Advantech4008108389); Customization Service Mailbox: CARE.ACN@advantech.com.cn; Advantech Customer Care hotline (400-810-8389 / 800-810-8389) Put forward your special needs to Advantech. Advantech will provide you with feedback on the overall service solution including feasibility price and service content after evaluation.



Replacement Service

Efficient service mode, help to accelerate the solution of equipment failure

Replacement service can solve the equipment abnormality more quickly to meet the urgent requirements of customers. We provide "parts replacement" and " machine replacement"to help speed up the troubleshooting, shorten the downtime of equipment and reduce production losses.

- Timely response and accurate judgment
- It only takes 2 working days to complete the replacement, which can be solved quickly
- 90 days ultra long maintenance, comprehensive protection
- Can be customized for 6-10 years replacement service

Ordering Channels

- Advantech Customer Care hotline: 400-810-8389 (mobile phone) / 800-810-8389 (landline)
- E-mail: CARE.ACN@advantech.com.cn
- WeChat official account: 研华客户服务"
- Official website: www.advantech.com.cn/care

Service Process

Repair Process

Service purchase	Service Confirmation	Send Parts	Implementation	Ship
If the device is faulty, contact the hotline	Remote validation to identify exceptions	Send the parts to the customer service center	Engineers identify, detect and replace parts	Service Ship/ Evaluation/ Return Visit

Limitation of Return of Replacement Service

Advantech’ Part		Advantech’ Whole Machine	
Time of Receiving	Time of Returning	Time of Receiving	Time of Returning
Before 12 o 'clock	Before the Second Working day '17 o 'clock	Before 12 o 'clock	Before the Fourth Working day '17 o 'clock
After 12 o 'clock	Before the Third Working day '17 o 'clock	After 12 o 'clock	Before the Fifth Working day '17 o 'clock

Advantech Customer Care Center Address Information

Beijing	Shanghai	Shenzhen	Xi 'an
Tel: 010-62984346-6260 Address: No.7, Shangdi Information Industry Sixth Street, Haidian District, Beijing Zip Code: 100085	Tel: 021-36321616-3507 Address: No.136, Jiangchang 3rd Road, Jing 'an District, Shanghai Zip Code: 200436	Tel: 0755-82124222-7056 Address: Floor 4, Kangjia R&D Building, No.28, No.12 Keji South Road, Nanshan District, Shenzhen Zip Code: 518040	Tel: 029-87669933-6832 Address: Room 301, Qinfeng Pavilion, Xi 'an Software Park, No.68 keji 2nd Road, Xi 'an High-tech Zone Zip Code: 710075

Physical and Abnormal Damage

Damage and abnormality of components/whole machine (including chassis, mainboard and internal parts, etc.) caused by abnormal factors such as corrosion, physical damage, man-made, natural disaster, immersion, and oxidation are not within the scope of service;In this case, the customer can choose to repair by himself or purchase the corresponding parts from Advantech.(For example: There is no damage on the surface of the whole machine shell replaced by Advantech, but if there is physical damage on the whole machine shell sent back by the customer, the customer shall bear the cost of the shell!)

Even within the warranty period, Advantech products are abnormal or difficult to repair due to improper use by customers, unauthorized disassembly or modification, poor operating environment, improper maintenance, accident or other reasons, or irreparable wear and tear caused by normal use.Advantech reserves the right to determine the above situation and charge the repair fee.

Advantech Customer Care Member "spare machine/spare parts first exclusive service" special description

During the implementation of "replacement service", members of Copper, Silver, Gold enjoy the "spare parts/spare machine advance service", that is, after the hotline repair confirmation, they will mail the replaced parts/machine to the customer, and then send the faulty parts back to Advantech Customer Care Center. Special declaration: When Advantech verifies the returned faulty parts/whole machine in kind, if any abnormality is found that does not meet the requirement of "replacement service", it will check and charge corresponding Advantech Customer Care members!This content enjoys the member treatment as the member customer, must fulfill the obligation responsibility!

Service Level And City Coverage

Replacement Service Level	The Service Response	Applicable The City
Advantech Customer Care-Warranty Service +	Arrive 5×9×NBD	After processing the application, 5×9×NBD service will be provided to the following 24 urban centers.(Beijing, Shijiazhuang, Chengdu, Shenyang, Xi 'an, Zhengzhou, Jinan, Taiyuan, Hefei, Wuhan, Changsha, Nanjing, Hangzhou, Guangzhou, Shenzhen, Fuzhou, Shanghai, Tianjin, Suzhou, Qingdao, Xiamen, Ningbo, Dalian, Wenzhou)
Standard Advantech Customer Care-Warranty Service	5×9×NBD Mailing	(Harbin, Shantou, Guiyang, Haikou, Hohhot, Qingdao, Kunming, Lhasa, Lanzhou, Nanchang, Nanning, Shenyang, Urumqi, Karamay, Xining, Yinchuan, Changchun, Chongqing, Shantou) and second-tier cities to provide 5×9×NBD delivery services

1. Advantech does not issue service report for this service;
2. Applications accepted after 15:00 on the same day will be considered as applications on the following working day;
3. Due to the following reasons, the arrival time of spare parts may be appropriately extended: 1) The location of the customer’s machine is not within the applicable city; 2) If the customer's site is more than 50km away from the nearest Advantech spare parts warehouse, the arrival time of spare parts may be extended. Advantech promises to do its best to deliver the spare parts according to the traffic conditions; 3) The arrival of spare parts is delayed due to transportation system or postal system.
4. Timeliness: in principle, only abnormal parts can be received, and the time limit of replacing parts is 2 working days;
- If you send the whole machine, the service duration is 3-5 working days, and 100 Yuan test fee will be charged if the warranty period is exceeded.
5. The replacement parts provided to you by Advantech belong to you, while your original faulty parts belong to Advantech. If you cannot return the faulty parts due to data security and confidentiality, you should purchase the faulty parts retention service separately.
6. The replacement service can take effect only after one-to-one binding with Advantech hardware products;
7. Customer service engineers check in the service management system whether the product is bound to AGS-AP-**/AGS-AR-** replacement service part number to determine the validity of replacement service! If the validity of replacement service cannot be confirmed, it shall be handled as follows:
- 1) Within the warranty period, send the product to RMA for repair;
- 2) If the product exceeds the warranty period, communicate and coordinate with the customer, and charge for replacement of good or new products;
- 3) Coordinate with customers to properly deal with them in other ways.

Obligations and Responsibilities of Both Parties

No.	Activity	Advantech	Customer
1	Release hotline number through open channels and media call center number	👉	-
2	Receive and acknowledge service requests, create customer information (company name, address, telephone number)	👉	👉
3	The serial number or barcode information of the faulty device must be provided in the request for replacement service	😊	👉
4	Fault information confirmation and remote troubleshooting (product audio and video supply, assist in necessary operations)	👉	😊
5	Classify and grade customer service requisitions	👉	-
6	According to the judgment of the service request for follow-up processing, proposal	👉	😊
7	Sign and receive proof of arrival (POD), timely confirm whether the replacement parts receive abnormally (i.e. physical differences, etc.)	👉	👉
8	Registration, verification and processing of physical objects (including sending good products back to customers)	👉	-
9	Service request processing confirmation, request processing completion evaluation	👉	😊
10	Service request return visit, customer satisfaction statistics, analysis	👉	😊

- Note:
1. When contacting Advantech Customer Care hotline and applying for replacement to Advantech Customer Service Center, please provide product number, fault details, company address, contact person, Contact information and other complete information. Advantech will not be responsible for service delay or other unexpected results caused by incomplete or incorrect information provided by customers.
2. All returned products shall be in their original packaging, including antistatic and foam packaging. If the original product packaging is not available, the appropriate packaging of the returned product shall take into account the mode of transportation, and the customer shall be responsible for the safety and non-damage of the returned product

Parts Replacement Service

The Service Description

When the purchase of Advantech device with this service is abnormal, the abnormal parts can be sent to four customer service centers nearby (please see the back cover for address information), which will be identified, tested and verified by the customer service engineer. If the replacement conditions are met, the corresponding good parts will be sent back to the customer within 2 working days. The logistics mailing cost of faulty parts needs to be borne by you. In the process of mailing, you shall bear the relevant risks of damage and loss.

Special instructions of "Spare parts first" for Copper members and above

Copper, Silver, Gold level member, buy the replacement service, when the equipment fails, Advantech Customer Care engineer remotely confirmed (the customer should provide video and pictures) meet the replacement conditions, the customer service center will mail the corresponding good parts first. After receiving the parts, the customer shall send the fault parts back to the Advantech Customer Care Center within 5 working days.

The Replacement Description

Replacements may be new or of the same type and function (if the model is discontinued and spare parts are exhausted, Advantech will provide you with other models of equipment or components that are no less than the performance of the original for replacement).

Warranty Confirmation

Products/ parts that have been replaced by Advantech may be insured for 90 days from the date of shipment or from the date of replacement of the parts, or continue to enjoy the original remaining warranty period, whichever is longer.

Component Replacement Coverage

CTOS, the system factory original machine: shipping the whole machine original, product serial number of the components, including motherboard, memory, CPU, hard disk accessories, power supply, expansion card. Excludes chassis housings, accessories and accessories, wires, text materials, etc. Advantech product: only replace the hardware onto body. Excludes relevant accessories, text materials and standard factory packaging. (Not currently applicable to individual items).

Service Identification

The service number is bound one-to-one with the product serial number, and the service system is controlled. CTOS machine: the upper left corner of the whole machine " Advantech certification standard label will mark the specific category of services that come with this product and the serial number of the product.

Service Product Material Number

1 year after shipment	2 years after shipment	3 years after shipment	4 years after shipment	5 years after shipment
AGS-AP-12	AGS-AP-24	AGS-AP-36	AGS-AP-48	AGS-AP-60

Machine Replacement Service

The Service Description

When the purchase with this service of the machine abnormal, the nearest to the original machine (casing no physical damage, wear) sent to Beijing Advantech Customer Care center (please see the back cover for address information), by the customer service engineer to identify, test, verification, meet the replacement conditions of the corresponding machine back to the customer within 2 working days. The logistics and delivery costs for the failure and delivery of the fault machine in Advantech shall be borne by you. You shall bear the relevant risks of damage and loss in this process.

Special instructions of "Spare machine first" for Copper members and above

Copper, Silver, Gold level member, buy the replacement service, when the equipment fails, Advantech Customer Care engineer remotely confirmed (the customer should provide video and pictures) meet the replacement conditions, the customer service center will mail the corresponding good machine first. After receiving the machine, the customer shall send the fault machine back to the Advantech Customer Care Center within 5 working days.

Note:

1. The release time of this service product is the product announcement time of "machine replacement service" of Advantech;
2. The scope of hardware models covered by this service product shall be subject to the contents of Advantech's "replacement service" product announcement.

The Replacement Description

Replacements may be new or of the same type and function (if the machine is discontinued and exhausted, Advantech will provide you with other models of machine that are no less than the performance of the original for replacement).

Warranty Confirmation

Machine that have been replaced by Advantech may be insured for 90 days from the date of shipment or from the date of replacement of the machine, or continue to enjoy the original remaining warranty period, whichever is longer.

Machine Replacement Coverage

Original machine of CTOS, system factory: IPC-610, IPC-510,IPC-940, does not include accessories and accessories, wire, text materials, etc.

Service Identification

Service material number and product number are bound one to one, and the service system is controlled and controlled. CTOS machine: the top left corner of the machine is "Advantech original system certification standard. The label will indicate the specific category of the services attached to the product and the serial number of the product.



On-Site Service

Enjoy zero distance professional original factory service

On-Site service includes: standard on-site service products (5×8 or 7×8), on-site service by times, on-site technical services. On-site service reports will be accepted within 5×9 hours, and engineers will arrive at the site quickly within 2 working days to provide professional technical support and services and comprehensively solve on-site problems.

- Online repair and remote judgment
- Accurate positioning and emergency recovery
- Professional service and original factory guarantee
- 7×24 hour on-site service can be customized

Ordering Channels

- Advantech Customer Care hotline: 400-810-8389 (mobile phone) / 800-810-8389 (landline)
- E-mail: CARE.ACN@advantech.com.cn
- WeChat official account: 研华客户服务"
- Official website: www.advantech.com.cn/care

Service Process

Report repair process

Service purchase	Service to confirm	Dispatch work orders	Implementation	Ship
Contact Advantech hotline when machine is abnormal	The hotline provides remote support, guidance and identification through telephone / video	Dispatch work order for on-site service	Customer service engineer arrives at the site for handling	Service ship / service evaluation / service feedback

Valid repair request

1. Report for repair by calling 800-810-8389(landline) or 400-810-8389(mobile) service hotline;
2. The serial number of the original machine and the description of fault phenomenon (time and frequency, peripherals, operating system software, other boards and fault codes) must be provided If further supplementary information is needed to make remote judgment on the fault, it can be provided according to the remote guidance of Advantech hotline engineers, including fault videos or photos, or a simple package with assistance according to the guidance.Including switching machine, plug, keyboard operation, daily work related to the operation and other screening actions, Thank you for your cooperation! Only the repair report that provides the serial number of the whole machine and the description of the fault phenomenon can be regarded as a valid repair report! Can continue processing!
3. Confirmation of repair application: Advantech provides customers with corresponding service forms according to the service types attached to the faulty machine according to the effective repair application contents, product characteristics and on-site technical requirements.

Physical and abnormal damage

Damage and abnormality of components/whole machines (including chassis, motherboard, internal parts, etc.) caused by abnormal factors such as corrosion, physical damage, man-made, natural disasters, leachate, oxidation, etc, are not covered by this Service;

Even within the warranty period, if the customer improper use, unauthorized removal or modification, poor operating environment, improper maintenance, accident or other reasons resulting in abnormal function of Advantech products or difficult to repair conditions or normal use of irreparable wear. Advantech reserves the right to determine the above situation and collect maintenance fees.

City Coverage

On-Site service level	The service response	Applica ble the city
Advantech Customer Care warranty service +	5x9xTBD Arrive at 2 working days	After processing the application, 5×9×TBD on-site service will be provided to the following 24 urban centers.(Beijing, Shijiazhuang, Chengdu, Shenyang, Xi 'an, Zhengzhou, Jinan, Taiyuan, Hefei, Wuhan, Changsha, Nanjing, Hangzhou, Guangzhou, Shenzhen, Fuzhou, Shanghai, Tianjin, Suzhou, Qingdao, Xiamen, Ningbo, Dalian, Wenzhou)
Advantech Customer Care warranty service standard	5x9xTBD Arrive at 2 working days later	(Harbin, Shantou, Guiyang, Haikou, Hohhot, Qingdao, Kunming, Lhasa, Lanzhou, Nanchang, Nanning, Shenyang, Urumqi, Karamay, Xining, Yinchuan, Changchun, Chongqing, Shantou) and second-tier cities to provide 5×9×TBD on-site services

- Note:**
1. Advantech Customer Care reserves the final decision on whether to arrange on-site service. Terminal products and accessories do not provide on-site services in principle.
 2. The time of arrival on site shall be calculated from the second working day after the remote judgment that it is necessary to send an engineer to the site.
 3. The period of the engineer's field service may be appropriately extended for the following reasons:
 - 1) The location of the customer's machine is not within the applicable city;
 - 2) If the user's site is more than 100km away from the nearest Advantech service organization, Advantech Customer Care will negotiate the site service time with the user according to traffic conditions and other specific conditions;
 - 3) Delayed arrival of engineers due to public transport system.

Standard On-Site Service

Service Description

For customers to buy the on-site service products, Advantech through remote processing priority to assist you to solve the problem, for the identification and judgment for the need for hardware replacement to solve the problem, can arrange Advantech experienced technical support engineer to customer site within the time specified in the service, on-site processing, troubleshooting hardware system returned to normal operation. On-site service is not provided in principle due to different service contents, including complete machine replacement and spare machine; the coverage of on-site service in China includes all provinces and cities except Qinghai, Ningxia, Hong Kong, Macao, Taiwan, with the same service price and standards in China (excluding remote places inaccessible by public transportation).

Note:

1. If the customer cannot return the replaced parts to Advantech due to data sensitivity or data security, it will be deemed that the customer needs to purchase the parts. Advantech will charge on-site at a discount of 7-10% of the price in the service spare parts catalogue according to the product of the parts, and issue and send invoices in the next collection cycle;

2. In principle,on-site service does not replace the complete machine or provide standby machine;

3. Advantech on-site service implements the same service prices and standards within the scope of service coverage

On-Site Service Description

The on-site replacement parts may be new products or good products of the same type, phase and function (if the production of this product has stopped and the spare parts in stock are exhausted, Advantech will provide you with other models of machine or parts with performance no lower than that of the original for replacement)

Warranty confirmation

Products / parts replaced by Advantech can receive 90 days of repair service from the date of delivery or the date of parts replacement, or continue to obtain the original remaining on-site service period, whichever is longer

Product Coverage

The configuration of the original machine of Advantech before the product leaves the factory, the relevant machine models include: IPC, ACP, IPPC, PPC, TPC, ARK, UNO, ITA, DS,Modular IPC (MIC-7XXX, AIMC, AIIS), etc

Purchase instructions

- For Advantech products within the scope of Advantech hardware products involved in on-site service, you can pre-ordered on-site service 1-5 years after shipment when purchasing Advantech hardware, or purchase on-site service after shipment. The service will take effect on the 10th working day after payment.
- Shipped Advantech products with repair (service) records do not support the purchase or postponement of this service

Remark:

1. For products with screen, due to the limitations of operation environment, equipment and other conditions, the replacement of screen is not within the scope of on-site service (it needs to be sent for repair)

2. The on-site service of HPC and SKY products needs to be customized

Material Number of On-Site Service Products

5×8 one year on-site service after the product leaves the factory	AGS-OS-12	AGS-OS-12-5#X	AGS-OS-12-5#S	AGS-OS-12-5#L	AGS-OS-12-5#M	AGS-OS-12-5#H	AGS-OS-12-5#F
5×8 two years on-site service after the product leaves the factory	AGS-OS-24	AGS-OS-24-5#X	AGS-OS-24-5#S	AGS-OS-24-5#L	AGS-OS-24-5#M	AGS-OS-24-5#H	AGS-OS-24-5#F
5×8 three years on-site service after the product leaves the factory	AGS-OS-36	AGS-OS-36-5#X	AGS-OS-36-5#S	AGS-OS-36-5#L	AGS-OS-36-5#M	AGS-OS-36-5#H	AGS-OS-36-5#F
5×8 four years on-site service after the product leaves the factory	AGS-OS-48	AGS-OS-48-5#X	AGS-OS-48-5#S	AGS-OS-48-5#L	AGS-OS-48-5#M	AGS-OS-48-5#H	AGS-OS-48-5#F
5×8 five years on-site service after the product leaves the factory	AGS-OS-60	AGS-OS-60-5#X	AGS-OS-60-5#S	AGS-OS-60-5#L	AGS-OS-60-5#M	AGS-OS-60-5#H	AGS-OS-60-5#F

Note: # According to the market, industry, or customer, use different letters for identification.

Material no.	AGS-OS-12-7D8	AGS-OS-24-7D8	AGS-OS-36-7D8	AGS-OS-48-7D8	AGS-OS-60-7D8
Price	selling price*4.6%	selling price*6.3%	selling price*11.5%	selling price*18.4%	selling price*26.5%
Instructions	7x8 one year on-site service after the product leaves the factory	7x8 two years on-site service after the product leaves the factory	7x8 three years on-site service after the product leaves the factory	7x8 four years on-site service after the product leaves the factory	7x8 five years on-site service after the product leaves the factory

Responsibilities and obligations of both parties in on-site service

No.	Activity	Advantech	Customer
1	Confirm the need to provide engineer on-site service, deal with faults and abnormalities, and explain the service content and operation process to the customer	👉	😊
2	Arrange engineers to go to the site for on-site service and make preparations (dispatch orders, spare parts, etc.)	👉	-
3	Assign a qualified operation and maintenance personnel to cooperate with Advantech and provide the required information and help	-	👉
4	Arrive at the site within the agreed response time and provide on-site service	👉	😊
5	When the test software needs to be used on site, it needs to win the consent of the customer, and the customer has the ability to verify the safety	😊	👉
6	Ensure that Advantech engineers and the spare parts brought and replaced can easily enter and leave the site, authorize Advantech engineers to operate corresponding equipment and ensure the safety of the working environment	-	👉
7	Provide satisfactory site conditions, including electricity, gas, working space, etc	-	👉
8	Verify the effect of implementation	-	👉
9	Submit the on-site service report, including the service demand and service operation records, etc	👉	-
10	Sign the on-site service report to confirm the completion of the service	-	👉

Note:

For on-site services, you (user / customer) shall provide the following assistance:

1. Provide appropriate working environment and reasonable authority, including but not limited to providing heating, power supply, lighting, ventilation devices and power sockets for service personnel near the hardware;

2. Regularly back up logs, images and configurations, and provide Advantech service personnel with this information and related files or network access rights;

3. Ensure that all hardware is installed below 2m, and provide equipment and tools that can reach the height of hardware for hardware installed above 1.2m;

4. When Advantech service personnel must work in your unmanned site, provide safety and protection measures to Advantech service personnel;

5. The following CRU components of industrial computer and server products must be replaced by the customer.

Customer replacement unit(CRU): keyboard, mouse, SSD, USB external optical drive

On-Site Service by times

For customers who have not purchased on-site service, when the whole machine system abnormal needs to provide on-site service to restore the original function, they can order secondary on-site service from Advantech.

Advantech Customer Care members "count on-site service before pay" special explanation

members "on-site service" first come and then pay: Silver level above the final members can only buy "first on-site service, then pay" member treatment! Note: The hardware is within the warranty period and within On-site technical service.If you encounter difficult problems in the use of remote technical support that can not be effectively solved, the customer can buy "on-site technical services". Advantech will arrange experienced technical support engineers to go to the customer site within the corresponding time to assist the customer to make on-site technical diagnosis, formulate a recovery plan and eliminate abnormal use on site. On-site Technical Service Price List the scope of Advantech machines covered by on-site service!

On-site service price list

The charge on-site service fee is calculated according to the distance from Advantech customer care center	Distance base fee no Cost of one set RMB [Yuan]	Each additional RMB[Yuan]	Evening expenses + 50% RMB[Yuan]	Weekend and statutory holidays on-site fee + 100% RMB[Yuan]	Spare Parts
(0-40Km)	800	300	1200	1600	1.increases for every 1 day Plus 800 / day onsite cost; Saturday / day coefficient is 2; 2.If hardware replacement is involved, the cost of hardware use shall be calculated separately; If the hardware is not guaranteed, you need to purchase hardware separately to provide on-site service
(40-100km)	1000	300	1500	2000	
(100-200km)	1500	300	2250	3000	
(200km-300km)	2100	300	3150	4200	
(300km-400km)	2800	300	4200	5600	
(400km-500km)	3500	300	5250	7000	
(500km-750km)	4800	300	7200	9600	
(750km≥)	/	300	/	/	

in principle, only solve the hardware abnormalities do not provide on-site technical support.

On-site technical service

If you encounter difficult problems in the use of remote technical support that can not be effectively solved, the customer can buy "on-site technical services". Advantech will arrange experienced technical support engineers to go to the customer site within the corresponding time to assist the customer to make on-site technical diagnosis, formulate a recovery plan and eliminate abnormal use on site.

On-site Technical Service Price List

The charge on-site technical service fee is calculated according to the distance from Advantech customer care center	Distance base fee no Cost of one set RMB [Yuan]	Each additional RMB[Yuan]	Evening expenses + 50% RMB[Yuan]	Weekend and statutory holidays on-site fee + 100% RMB[Yuan]	Spare Parts
(0-40Km)	800	300	1200	1600	1.Increase site cost of 800 / day for 1 day of the same equipment; Saturday / day coefficient is 2; 2.In principle, the service does not involve hardware quality and replacement;
(40-100km)	1000	300	1500	2000	
(100-200km)	1500	300	2250	3000	
(200km-300km)	2100	300	3150	4200	
(300km-400km)	2800	300	4200	5600	
(400km-500km)	3500	300	5250	7000	
(500km-750km)	4800	300	7200	9600	
(750km≥)	/	300	/	/	

If there is a compatibility problem between the equipment of other manufacturers and the equipment of Advantech, Advantech does not guarantee that application abnormalities can be excluded and the fees cannot be refunded to users.

Responsibilities and obligations of both parties in the site technical service

NO	Activity	Advantech	Customer
1	Ensure that onsite troubleshooting service is provided to engineers to rectify faults	👉	😊
2	And provide the necessary information; Ensure Advantech engineers have easy access to the site; Authorize Advantech engineers to obtain the right to operate the corresponding equipment and ensure the safety of the working environment	-	👉
3	Respond and confirm service requirements, arrange engineers to go to site and make preparations (possible transportation, etc.)	👉	-
4	Assign a qualified operation and maintenance person to work with R&D to provide the required information and assistance to verify the implementation effect	-	👉
5	On-site problem handling (Note: the effect cannot be guaranteed if the equipment of other manufacturers is incompatible with Advantech equipment)	👉	😊
6	Submit the On-site Technical Service Report, which contains the service requirements and service operation records, etc	👉	-
7	Sign on the On-site Technical Service Report to confirm the completion of the service	-	👉

Note:

1.Advantech reserves the right to decide whether to provide on-site technical services.

2.The time of arrival at the site from the remote judgment needs to be sent to the site and calculated from the date of customer payment.

3.The cycle of Engineer field technical services may be appropriately extended for the following reasons:

1)The customer equipment location is not within the applicable city scope;

2)If the user is more than 100 kilometers away from the nearest Advantech Customer Care center, Advantech will negotiate with the user to decide the on-site service time according to the actual traffic conditions and other specific conditions;

3)The arrival of Advantech engineers was delayed due to the public transport system.

4)The on-site problem handling service does not include the on-site implementation service of software update or software upgrade and other on-site services not caused by problem handling



Extended warranty service

Double service guarantee and upgrade user experience

Advantech, as a leading technology overall solution provider for the Internet of Things, ensures that your equipment can be supported in use with professional design, production and service capabilities, and gives full play to the highest efficiency. As a professional service provider, Advantech has designed different service schemes for your equipment in the whole life cycle. In terms of maintenance, Advantech provides extended warranty services to help you improve the use value of your equipment.

- Provide 1-3 years extended warranty
- The service covers all Advantech products
- Original service quality assurance

Ordering Channels

- Advantech Customer Care hotline: 400-810-8389 (mobile phone) / 800-810-8389 (landline)
- E-mail: CARE.ACN@advantech.com.cn
- WeChat official account: 研华客户服务"
- Official website: www.advantech.com.cn/care

The Service Description

Advantech provides a 1-year / 2-year / 3-year warranty on top of the standard warranty period. During the extended warranty period, all the products purchased from this service enjoy free working hours and components, and the service quality is the same as that of the standard warranty period. Customers can enjoy the comprehensive warranty service provided by Advantech at any time; The warranty conditions of the extended warranty are the same as those of standard warranty products

Product Coverage

In principle, the product scope of the extended warranty service can cover all of Advantech's shipped products except for X and Y material numbers.

Extended Warranty Service Material Number

Extended three-month warranty	AGS-EW-03
Extended six-month warranty	AGS-EW-06
Extended one-year warranty (three-year warranty)	AGS-EW-12
Extended two-year warranty (four-year warranty)	AGS-EW-24
Extended three-year warranty (five-year warranty)	AGS-EW-36

Purchase information

- The products purchased for the extended warranty service must be Advantech products that are in good condition and can be used normally, and have no related service records of repair, on-site service and replacement service.
- The customer will be responsible for mailing the repair items to Advantech Repair Center. Advantech repair Center will be responsible for mailing the repaired products back to the customer.
- If any exception occurs to the equipment purchased for the extended warranty service, customers can contact Advantech via email/hotline /Advantech eRMA website and follow instructions.

Advantech Customer Care hotline: 400-810-8389 (mobile phone) / 800-810-8389 (landline)

E-mail: CARE.ACN@advantech.com.cn

Official website:<https://erma.advantech.com.tw/pro>

Repair Charge Tip: Advantech will charge repair fees at its discretion for repair under the following circumstances

- ※ Physical damage occurs
- ※ Warranty period, extended warranty period expires
- ※ No problem has been found after the product has been tested or calibrated
- ※ Does even during the warranty period of product, because the customer improper use or unauthorized removal or modification, bad operation environment, improper maintenance, accident, or other causes are hard to maintain product malfunctions or happening (include: excessive oxidation, corrosion, impregnation), Advantech reserves the right for decision of this case and charge maintenance costs
- ※ Product damage caused by natural disasters such as lightning strike, flood and earthquake
- ※ Product upgrade or test requirements put forward by customers after the warranty is passed



Customization service

Comprehensive guarantee from warranty repair to personalized customization

In order to effectively solve the problems of narrow warranty and service scope in after-sales service, short warranty period, untimely service response and opaque service process in traditional industries, Advantech has launched "customization service" products to users in various Internet of Things industries based on the original factory service. While improving the efficiency and quality of customer service and improving customer satisfaction, we will create win-win service value for partners and end users.

Ordering Channels

- Advantech Customer Care hotline: 400-810-8389 (mobile phone) / 800-810-8389 (landline)
- E-mail: CARE.ACN@advantech.com.cn
- Wechat official account: "研华客户服务"
- Official website: www.advantech.com.cn/care

Service Description

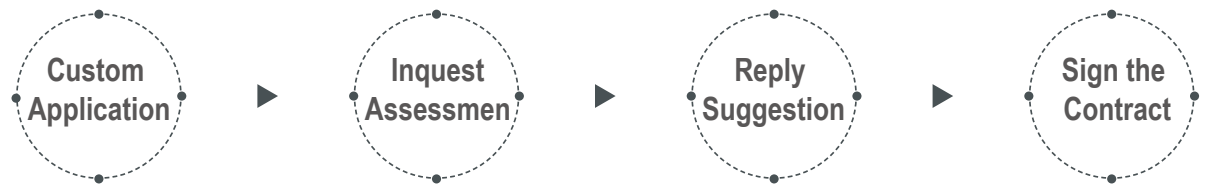
Objective To improve the efficiency and quality of customer service, improve customer satisfaction, and create win-win service value for partners and end users. Customization services include (subject to the latest Advantech service product announcement):

- 1) "Extra-long replacement service" (off-site service, warranty range) 6-10 years after the delivery involving paid extended warranty
- 2) "7 × 24 on-site service" involving increasing the timeliness of on-site service
- 3) Customer Retention Service --- Storage Media Retention Service
Storage media retention service: For data security, confidentiality (the customer storage media, hard disk, SQF, SSD for the whole machine, etc.), customers can choose to retain the fault parts when they need to replace the storage media, to further meet the needs of customers with high information security level and private information security.
- 4) Inspection and installation service

Application process

To apply for customized service, first of all, you need to submit a service request by custom telephone or mailbox, the application needs to provide a list of equipment (product serial number, quantity, etc.), set up a detailed location, site environment status, specific applications and service requirements and other information, after detailed verification and survey assessment to reply to comments, and then sign a contract, the contract after the signing of the service effective.

The assessment process may involve costs and will be subject to the payment of the inquest. After the contract is signed, the evaluation survey fee can be offset against the cost of customized service products.



6-10 Year Replacement Service (Customization)

The Content of The Service

Service Level	The Service Response	Customize the Evaluation Process/Content	Suitable for Cities	Remark
Extra-Long Replacement Service	Valid reporting is remote	Assessment process: Applications are accepted	Registered to provide 5×9×NBD delivery to the following 24 city	[1] If the equipment location changes, the contract will be terminated or a new contract will be signed
	Determine or verify 5×9 × NBD delivery serve	↓ Pay the inquest fee	centers: Beijing, Shijiazhuang, Chengdu, Shenyang, Xi'an, Zhengzhou, Jinan,	
	(CTOS original machine)	↓ On-site survey and evaluation	Taiyuan, Hefei, Wuhan, Fuzhou, Shanghai, Tianjin, Suzhou, Qingdao, Xiamen, Ningbo, Dalian, Wenzhou	
Standard Extra-Long Replacement Service	Valid reporting is remote	↓ Reply to comments		[3] 6-10 year replacement service rate: 6 years after shipment: 14-18%; 7 years after shipment: 19-23%; 8 years after shipment: 24-28%; 9 years after shipment: 29-33%;
	Determine or verify 5×9 × NBD delivery serve	↓ Sign a contract	Registered and verified for the following and second-tier cities 5×9×TBD delivery service (Harbin, Shantou, Guiyang, Haikou,	
	(CTOS original machine)	Evaluation content: [1] On-site survey fee [2] Configure/leave factory time [3] Device Location [4] Device status/environment [5] Specific applications/ software [6] People/device management	Hohhot, Qingdao, Kunming, Lhasa, Lanzhou, Nanchang, Nanning, Shenyang, Urumqi, Karamay Xining, Yinchuan, Changchun, Chongqing)	

Remark:

- 1.In principle, on-site inspection is the prerequisite and necessary condition for the "replacement service" products with extra long (warranty).
- 2.The floating range of the rate is mainly based on the site conditions (the highest limit coefficient of the price of this file is adopted by default without inspection), and the price base refers to the price of Advantech online mall.
- 3.With reference to the climate type of the equipment, the rate of products such as temperate continental temperate monsoon subtropical monsoon tropical monsoon climate shall increase by 1% in turn.
- 4.In principle, the location of the equipment bound to this service product cannot change within the service cycle (the replacement service contract shall indicate the location of the equipment)

Special Charge Tips

- After the service period or after testing or calibration, the product that has not found any problems requires replacement will be charged for hardware
- During the service period, if the product is faulty due to improper use, unauthorized disassembly or modification, inappropriate operating environment, improper maintenance, accident or other reasons
- Product damage caused by lightning, flood, earthquake, corrosion, accidental process oxidation, mold, etc
- Advantech reserves the right to determine the above situation and to charge repair/service fees

The main content of the custom replacement service contract

- Equipment list (including serial number, configuration, etc.)
- Service term, service content and requirements
- Responsibilities, rights and obligations of both parties
- Accident, Force majeure, contract termination clause
- Names, addresses and contact information of the parties; Name and telephone number of the responsible person
- How to handle situations outside the service scope and how and when to pay the expenses incurred
- Detailed geographical location of the device, location confirmation and verification method
- Settlement of disputes
- Advantech reserves the right to determine the above situation and to charge repair/service fees

7×24 hour On-Site Service (Customization)

The Content of The Service

Service Level	The Service Response	Customize the Evaluation Process/Content	Suitable for Cities	Remark
Convenient + On-Site Service	7×24×4 Service Sequence: [1] Valid repairs [2]Remote support [3]schedules service 4 hours on-site	Assessment process: Applications are accepted ↓ Pay the inquest fee ↓ On-site survey and evaluation ↓ Reply to comments ↓ Sign a contract Evaluation content: [1] Machine model Configuration [2]the geographic location [4] Device status/enviromen [3]the site environment [4] Specific applications (people/software, etc.).	In 2020, the service cities for this product will be only Beijing, Shanghai and Shenzhen. Three more cities will be added in 2021, namely Xi'an, Nanjing and Hangzhou. After a successful telephone repair in the central area of the above city, engineers will arrive at the site within 4 hours to deal with the failure.	[1]If the equipment location changes, the contract will be terminated or a new contract will be signed [2]The service fee will not be refunded if the contract is terminated due to the customer

Remark:

- 1.The application and realization of 7×24 "on-site service" shall, in principle, take on-site inspection as the prerequisite and necessary conditions.
- 2.Product price, site conditions, product location as the main reference.
- 3.The position of the equipment bound to the service product cannot be changed in principle during the service cycle; Advantech may take technical measures to verify the location.
- 4.Product execution requirements, customers shall first operate according to the guidance of Advantech Customer Care hotline; Advantech Customer Care reserves the final decision on whether to arrange on-site service.
- 5.Other provisions shall be subject to "2.1 On-site Service: Responsibilities and Obligations of both Parties".

The Main Content of the Custom On-Site Service Contract

- Equipment list (including serial number, configuration, etc.)
- Detailed geographical location of the device, location confirmation and verification method
- Term of service; Service content and requirements
- Responsibilities, rights and obligations of both parties
- Names, addresses and contact information of the parties; Name and telephone number of the responsible person
- How to handle situations outside the service scope and how and when to pay the expenses incurred
- Accident, force majeure, contract termination clause
- Settlement of disputes

Customer Retention Service

Storage (media) retention service is a customized solution for customers who buy Advantech complete machine products (hardware). Customers can purchase this service product with the purchase of on-site service. When the product fails, customers can choose to keep the storage (media) in the faulty device, including mechanical hard disks and solid-state disks, to meet customers' requirements for high-level information security and protection of confidential and private information.

Service Replacement Parts (Faulty Parts) Retract Statement

Whether it is on-site services, repair services, replacement services, such as in the course of service replacement, replacement parts of the service work, the replacement / replacement parts of the property rights owned by Advantech, that is, after the end of the service, Advantech will recover this part!
(Note: The parts that have been replaced into your equipment provided to you by Advantech are owned by you, and your original parts are owned by Advantech

Rules For the Use of Service Material Numbers

This service products as CTOS "on-site service" additional service product, bought the service products of Advantech hardware, in the case of the machine storage medium abnormal or fault, customer service effectively by the Advantech service engineer remote images, video, validation and after engineer at the scene confirmed, the customer can keep the original Advantech equipment anomalies/fault on a storage medium.
After the service is over, the field engineer of Advantech Customer Care shall record the product SN (bar code information) of the storage (medium) retained or replaced in the Service Report form.
The service part number of "Storage media Reservation" in the whole machine order must be bound with the part number of "storage media" one to one before it finally takes effect. Support 2 class Advantech storage media standard number :96FH***; Hd96 * * *.

Note: 1. The "storage media" part involved must be in factory configuration for this service to take effect!
2. When ordering, it must be bound with the "on-site" material number in the order (with use) to purchase together to take effect!
3. If the customer agrees to authorize the technical engineer of Advantech Customer Care to remotely access to verify the fault or abnormality in case of occurrence (hard disk or storage media), the "replacement service" can also be bound to the part number of "Faulty Part Retention Service" in the same order, that is, to enjoy the customized service products! (Not yet implemented!)

Service Product Material Number And Service Period

AGS-RS-12	AGS-RS-24	AGS-RS-36
1 year after shipment	2 years after shipment	3 years after shipment

Inspection and Installation Service

Advantech can provide professional on-site inspection and installation services for the Advantech equipment purchased by customers. Advantech has Advantech Customer Care network distributed throughout the country. With the understanding of its own brand, Advantech Customer Care engineers can install the equipment according to professional steps, ensure the correct initial installation of the equipment, eliminate the probability of damage caused by customers' unprofessional operation, and avoid subsequent problems caused by abnormal installation. Customers are relieved of the tedious process of their own installation, so that customers are more relaxed, broadly speaking, customers can save about 30% of IT labor costs.

Product Coverage

It is suitable for customers to purchase the original IPC, ACP, HPC, IPPC, PPC, TPC series which have pre-installed operating system before delivery. Professional engineers of Advantech will test, install and debug the customer equipment to ensure the normal operation of the customer equipment.

Customer Coverage

The final customer of Advantech Direct Sales (i.e. the first consignee of direct shipment by Advantech)

Description of Service Field

Have you encountered any of the following situations:

- New equipment installation, commissioning process problems, but do not know how to solve
- Struggling to get a smooth picture of the regional installation schedules of national chain projects
- After the purchase of equipment, no professional and technical personnel responsible for the acceptance of equipment, installation, commissioning

Service Advantages

- Advantech pays more attention to the details of customer care and strengthens customers' experience of Advantech products and services
- Avoid the complicated procedure of communicating with the manufacturer when the customer has problems, and the engineer will deal with it on behalf of the customer
- For IT projects of headquarter attached chain, unified installation service makes headquarter easier to manage comprehensively

The Content of the Service

Purchase the hardware of machine testing installation service, one device only provides one machine testing installation service.

- Check whether the component details of the original Advantech are consistent with the configuration on the packing list
- Inspection of the appearance of the whole machine, power-on and power-on test of the whole machine (to ensure the normal operation of the random operating system)
- Configure the network environment and ensure that the network adapter works properly
- Assist customers to put in place the position that does not involve fixing, wiring (power supply, network) and height below 1.2 meters

Note: Advantech can carry out THE DOA process on behalf of the customer in case of DOA (failure occurs once the box is opened).

Responsibilities And Obligations Of Both Parties In The On-Site Inspection Service

NO.	Activity	Advantech	Customer
1	Ensure that on-site engineers are provided to troubleshoot faults and exceptions	✍️	-
2	Arrange engineers to go to the site for on-site service, and make preparations (send orders, spare parts, etc.)	✍️	-
3	Assign a qualified operation personnel to cooperate with the Advantech and provide the necessary information and assistance	-	✍️
4	Arrive at the site within the agreed response time and provide on-site service	✍️	😊
5	Explain the process of service content and job to the customer	✍️	😊
6	When testing software needs to be used on site, it needs to obtain the consent of the customer, and the customer has the ability to verify security	😊	✍️
7	Ensure Advantech engineers and the spare parts brought and replaced have easy access to the site, authorize Advantech engineers to operate the corresponding equipment and ensure the safety of the working environment	-	✍️
8	Provide on-site conditions that meet the requirements, including electricity, gas, workspace, etc	-	✍️
9	Verify the effectiveness of the implementation	-	✍️
10	Submit the On-Site Service Report, which includes the service demand and service operation record	✍️	-
11	Sign the On-Site Service Report Form to confirm the completion of the service	-	✍️

The Contents of The Contract

- Device List (including serial number, configuration, etc.)
- Detailed geographical location of the device, location confirmation and verification method
- Service content and requirements
- The service period
- Responsibilities, rights and obligations of both parties
- Names, addresses and contact information of the units of both parties; Name and telephone number of the responsible person
- How to handle the situation outside the service scope and how and when to pay the expenses incurred
- Accident, Force majeure, termination clause
- Settlement of disputes

Warranty Service Execution Standard

- 1. Advantech will take the necessary service measures according to the actual situation and the level of service promised to customers to help customers solve their problems in a timely and effective manner.
- 2. Advantech reserves the right to choose the best service mode.
- 3. The service start and end time of "Warranty Service " shall be subject to the service period you purchase in the PO/ Contract. If the starting and ending time is not specified in the PO/ contract:
 - a) If it is a "Warranty Service" sold with the product, the service period is the same as the starting time of the product warranty by default, except that the service period exceeds the standard warranty period.
 - b) If the renewal service is purchased separately, the end time of the " Warranty Service" in the previous period will be compared with the payment time of the renewal service purchased this time, and the time node when the customer can obtain the longest service time will be taken as the start time of the renewal service.
- 4. Services not applicable to " Warranty Services" include but are not limited to:
 - 1) Recovery of operating system, other software and data;
 - 2) Application/software running tests, other tests that are not related to the hardware of the machine or corresponding services required or requested by customers;
 - 3) Troubleshooting of interconnection or compatibility problems;
 - 4) Services to repair, repair or modify required software and patches due to customer's failure to install the system provided by Advantech;
 - 5) Services that are required because the customer does not take the evasive measures recommended by Advantech.
- 5. Physical damage: The following cases belong to "physical damage", please forgive that Advantech cannot provide free warranty and spare parts replacement services for physical damage, even within the warranty or service period paid for:
 - 1) Faults caused by abnormal power supply system, poor grounding, or lightning strike;
 - 2) Products have been modified, such as drilling, flying wire, three - resistant paint, etc.
 - 3) Obviously due to the environment, use or maintenance caused by improper failure and failure, such as liquid injection, external extrusion, falling damage, mildew, corrosion, abnormal oxidation, etc.;
 - 4) Natural consumption, wear and aging of consuming materials (such as batteries, housings, plug and socket components, etc.);
 - 5) All or some components, such as the chassis key, drive CD-ROM, conversion cable, heat sink, and screws, are missing.
- 6. Products or components listed in the following table do not belong to Warranty convenience service products (on-site/replacement/extended Warranty) :

type	Product or parts
Consuming class	Including but not limited to cables, extenders, distributors, lithium batteries, air filters, and dust sponges
Terminal and personal products	Including but not limited to camera (video surveillance), IP phone, modem, wireless handheld terminal, access terminal, tablet computer (display)
Cabinet and accessories	Including but not limited to cabinets, documents, product accessories, installation accessories, tools, and outdoor antennas

- 7. Advantech does not provide any express or implied commercial and technical warranties not covered herein.
- 8. Purchased parts installed separately or outside Advantech equipment are not included in this service manual.



Service disclaimer and customer information statement

Disclaimer: In addition to the responsibilities and obligations stipulated by Chinese laws, Advantech declares that it cannot be held responsible for the following situations. If you have any objection, please contact Advantech or your dealer.

1. Any joint and several liability arising from the failure of Advantech products, including loss of production, personal injury and death, and data loss due to storage equipment failure, etc.;
2. Service delays caused by natural disasters, wars and government emergency restrictions;
 - 1) Force majeure caused by accidents (such as fire, flood, earthquake, lightning strike, natural environment, etc.);
 - 2) Deterioration of service conditions due to social problems (e.g., unrest, war, strikes, government regulation, epidemic);
 - 3) The service cannot be performed due to the interruption of energy supply (e.g. electricity, water, oil, etc.)
3. Loss due to software failure (e.g. virus, etc.);Loss due to lost passwords/passwords;
4. Advantech cannot be held responsible for any consequences arising from its telephony technical support services due to its inability to control misunderstandings and unexpected risks arising from voice communication.
5. Damage to Advantech's production equipment caused by the following reasons does not fall within the scope of Advantech's service commitment and may result in termination of service:
 - 1) Damage to the equipment produced by Advantech due to force majeure events (natural disaster, fire, war, etc.);
 - 2) Equipment damage caused by natural loss or wear;
 - 3) Direct damage caused by the failure of the on-site operating environment (such as humidity) or external environmental factors (such as external electro magnetic interference and internal interconnection device failure) to meet the requirements of the normal operation of the device or written environmental requirements;
 - 4) Hardware or data damage to Advantech's production equipment due to customer's intentional or negligent, improper use or subjective intentional behavior;
 - 5) Damage caused by customer's failure to operate Advantech's equipment according to the operating manual of the equipment or the operating rules of the standard computer;
 - 6) System damage caused by customer or third-party reasons;
 - 7) Equipment with special service requirements (including location positioning) does not relocate or install the system according to Advantech's requirements without authorization;
 - 8) Related accidents and damage caused by adjusting, modifying or deleting identification marks/nameplates without following Advantech's requirements;
 - 9) System damage due to customer infrastructure;
 - 10) Equipment whose hardware or software has been modified without Advantech's authorization.



Customer Information Statement

Advantech's "Warranty Service" (on-site/replacement/extended warranty) product is a value-added service, where customers can choose whether to purchase the relevant service and when to terminate the service early. If the customer chooses to purchase the relevant service, it means that the customer allows Advantech to access, collect and deal with faults, detect, locate and debug the service. Measurement and other service-related information. Advantech will access and process the information as required by the customer with the consent of the customer, and the information will only be used for the service of Advantech's "Warranty Service" product. Because the customer is the information of controllers, Advantech can't confirm whether this kind of information includes customer confidential information or personal data, customer shall ensure that requirements will be subject to the applicable law, or keep all necessary consent, permission, authorization ("agreement") is used to make research to provide this service, make the Advantech in providing related services does not violate the applicable legal requirements, the customer's privacy policy, or the customer with the user agreement. Advantech will take reasonable measures to protect the security of such customer information, but Advantech shall not be directly or indirectly liable for the acquisition and processing of such information in the course of providing the services.

"Warranty Service" performance of the process, as a result of the needs of the service and service properties of the products of different event you will return the hardware device to Advantech, show that you have stored in the hardware any confidential, proprietary or personal information in a backup and has been completely removed from the hardware, at the same time authorized transfer of the hardware devices to Advantech grinds the maintenance center of China in other countries (including outsourcing product manufacturer maintenance center) for repair. You should before the delivery of the hardware devices to Advantech itself is responsible for the delete those defenses and make research degrees at the same time to Advantech from any government agency or a third party on, due to the transfer and treatment of the above information fails to comply with applicable laws and regulations, and lead to any and all claims, responsibility, liability, costs, expenses, penalties, fines, confiscated and ruling of the adverse consequences.

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