

# Hardware Service Plans

By keeping your service plan current and active, you will gain peace of mind knowing that repair and service costs are completely covered. Additionally, you will have access to our 24x7 self-help Knowledge Base, our personalized FARONow! portal and FARO® certified customer support from experienced agents during normal business hours.

FARO is focused on providing competitive service plans tailored to maximize uptime and lower the total cost of ownership over your device's lifespan. Service plan extensions at point of sale are offered in 2, 3, 4, and 5-year terms. Service plan renewals are offered in 1, 2, and 3-year terms for current production models.



Be sure to discuss the service plan right for you with your account representative.

## Service Plan Options at a Glance

Here is what is included in each hardware service plan offered by FARO.

	Manufacturer's Standard INCLUDED	AVAILABLE TO UPGRADE FROM MANUFACTURER'S STANDARD Ultimate Uptime	Complete Care	Shared Care
Technical Support and Self-Help Knowledge Base	✓	✓	✓	✓
Embedded Software and Driver Updates*	✓	✓	✓	✓
Parts	✓	✓	✓	30% DISCOUNT
Labor	✓	✓	✓	✓
1 Annual Calibration**	ARRIVES CALIBRATED	✓	✓	50% DISCOUNT
Shipping From FARO to You***	✓	✓	✓	✓
Shipping From You to a FARO Service Center***		✓		
Loaner During Repairs and/or Calibration		✓		

\* Embedded Software Updates refer to the onboard firmware of the hardware device and do not include standalone licensed software products.

\*\* For warranties that include calibrations, calibrations need to be scheduled to arrive at FARO Service Center within the life of the warranty.

\*\*\* Shipping charges exclude custom brokerage fees, duties, taxes, and VAT. Shipping charges to a FARO Service Center will be covered if the unit fails within 90 days of a repeat service or the initial ship date.

**Note:** Misuse, abuse, wear and tear, environmental or natural disasters, and other unwarranted damages are not covered by any warranty plan.

## Manufacturer's Standard Warranty

*Available for all hardware products.*

Automatically included with purchase of any FARO hardware product at no additional cost. This warranty plan includes the following coverage:

- Free technical support: email, phone, and self-help knowledge base
- Parts, labor, and return shipping charges\*
- Service completion target of 7-14 working days from receipt of your device
- Multi-point checkup with any service
- The warranty coverage is specific to the device purchased and begins once the unit is shipped

*\* Shipping charges exclude custom brokerage fees, duties, taxes, and VAT.*

## Shared Care

*Available for all hardware products.*

This plan reduces unexpected repair costs from the use of the system. All labor costs are included and repair parts are discounted by 30%. Annual calibration can be added at a 50% discount.



## Keep Your Service Plan Current

If your service/warranty plan is ending soon, or already expired, it's quick and easy to get back under an active plan. You can set up renew plans and more through our FARONow! customer service portal.

## Complete Care

*Available for all hardware products.*

This plan allows you to keep your system certified and performing, with no unexpected repair costs. It may be purchased to extend the benefits of the Manufacturer's Standard Warranty during the first year or upon expiration. It includes these benefits when purchased at the point of sale or before the device's current service plan/warranty expiration date.

- Includes everything in the Manufacturer's Standard Warranty
- One annual cleaning, calibration, and re-certification with every year of warranty purchased

## Ultimate Uptime

*Available for all hardware products.*

This plan allows you to minimize downtime by providing a loaner during all repairs and calibration. This plan may be purchased at any time to upgrade any active service plan/warranty, including Manufacturer's Standard, or to extend any existing warranty upon expiration.

- Includes everything in the Complete Care Plan
- Shipping charges to and from the factory\*\*
- Loaner device shipped the next business day for all services, including repair, annual cleaning, calibration, and re-certification

*\*\*EMEA customers located outside the EU may incur an additional yearly fee.*

**FARONow! personalizes your experience and allows you to:**

- Choose the asset(s) you want to renew
- Track your unit during certification
- Access it anywhere, anytime, with any device
- Have more immediate information and support