

## Repair Service Levels

<b>SERVICE LEVEL I</b>			
<b>(Evaluation Only)</b>	<b>Deliverable</b>	<b>Terms / Exclusions</b>	<b>Notes</b>
<b>Full Diagnostic Evaluation</b> (Includes Basic Evaluation + mechanical tear-down and inspection of internal components)	* Evaluation report including itemized list of components requiring replacement and probable cause of failure (if appropriate)	* Includes description of failed components and probable cause of failure based on observed condition of actuator and any information provided by the customer at time of RGA request	* Intended for situations where unit is known to be damaged, possibly beyond economic repair, and requires factory evaluation to determine extent of damage and probable cause of failure to try and prevent future failures.
<b>Root Cause Failure Analysis</b> (Includes Full Diagnostic Evaluation + engineering / quality analysis to determine root cause of failure)	* Fully detailed root cause failure analysis report, including root cause of failure and recommendations to prevent future failures	* Quoted as an hourly rate, with minimum and maximum (not to exceed) limits, on a case-by-case basis	* Scope of analysis will be negotiated with, and approved by, end customer prior to acceptance of order.
<b>Expedited Evaluation</b>	* Unit will be assigned next available appointment slot in repair schedule	* Unit must be received at factory on or before agreed upon date. Failure to return unit to factory on time will result in forfeit of scheduled appointment and reschedule to next available day.	* Ability to expedite is based upon production capacity at time of order.

<b>SERVICE LEVEL II</b>			
<b>(Basic Evaluation + Repair)</b>	<b>Deliverable</b>	<b>Terms / Exclusions</b>	<b>Notes</b>
<b>Routine Maintenance</b> (Includes Basic Evaluation + cleaning and inspecting of internal components + replacement of normal wear items)	* Basic diagnostic evaluation checklist (pass / fail) * Routine maintenance including cleaning and lubrication of internal components and replacement of normal wear items	* "Normal wear items" include: - Shaft seals, bushings - Bearings - Gaskets, o-rings - Lubrication	* Intended to provide proactive routine maintenance, as recommended by the factory, to provide maximum performance and life from the unit
<b>Full Factory Refurbishment</b> (Includes Routine Maintenance + replacement of worn or damaged components - exclusions apply)	* Basic diagnostic evaluation checklist (pass / fail) * Refurbish unit to "like new" factory specifications	* For GSX/M products, Factory Refurbishment covers replacement of either the roller screw assembly, if necessary, or the case/stator assembly. * Factory reserves the discretionary right to exclude certain custom configurations from package offer	* If both the roller screw and the case/stator need replacing, the unit will be considered "uneconomical to repair". * Units will be refurbished to current engineering drawing Rev Level

<b>SEVICE LEVEL III</b>			
<b>(Reconfigure)</b>	<b>Deliverable</b>	<b>Terms / Exclusions</b>	<b>Notes</b>
<b>Factory Reconfiguration</b> (Change configuration to add, change or delete features)	* Reconfiguration of design to accommodate requested feature * Assignment of new part number * Rebuilding of unit to match specifications of new part number	* Not all reconfiguration requests are possible or feasible * Factory reserves the right of refusal on all reconfiguration requests	* Units must be less than 2 years old to be considered for reconfiguration

### ADDITIONAL TERMS / EXCLUSIONS

- \* All units returned to Factory for evaluation (Basic or Full Diagnostic) will be returned to the customer disassembled
- \* Any unit residing at Factory for longer than 3 weeks without customer approval to proceed will be returned to the customer in as-is condition
- \* Any non-Factory customer-added parts or accessories will be returned to customers as separate items. Factory will not attempt to reassemble such items to unit prior to returning to customer
- \* Factory will not accept units that have been exposed to hazardous substances
- \* A maximum of five (5) units can be scheduled per order. Contact Factory for larger quantity repairs.