

## Notification of After Sales Service

### 【1】 Hardware Support

#### 1) Support Contents

##### ① Repair of Non-Functional Equipment

Free warranty period is 1 year from the date of delivery.

From the second year onwards, it's normally supported for a fee (free support in some cases).

##### ② Malfunction Repair

Free warranty period is 1 year from the date of delivery.

From the second year until the end of support, it's normally supported for a fee (free support in some cases).

However, in the case of a failure due to careless handling by users, it's supported for a fee.

##### ③ Calibration

It's supported for a fee.

##### ④ Correspondence to Inquiry

\* In the case that the parts are not available or prohibited to use, it may not be possible to support.

### 【2】 Software Support

#### 1) Support Period

10 years after the date of delivery

#### 2) Support Contents

##### ① Bug Fix

Free support for 1 year from the date of delivery.

From the second year until the end of support, it's normally supported for a fee (free support in some cases).

##### ② OS Upgrade

In the case that the library is not compatible with the OS, it's supported for a fee.

##### ③ Modification and Specification Change

It's supported for a fee.

\* It can't be supported after the end of support period.

\* The OS installed at the time of delivery must be within the extended support period of Microsoft® to get the support listed above.

\* The support period for the software will not be extended even if modifications and specification changes are conducted.

#### 3) Service after the End of Support Period

##### ① Sending the Latest Version of Setup File(Installer)

It can't be guaranteed that the setup file is operated with the OS used by users.

It is supported for a fee.

##### ② Table File Change

However, creating setup files is not included in this service.

##### ③ Correspondence to Inquiry