

Descriptions of Service Plans for SCANOLGY Hardware

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SCANTECH (HANGZHOU) CO., LTD is hereinafter referred to as SCANOLGY.

1. According to the contract signed at the time of purchase, all Scanology 3D scanners and accessories are covered by a warranty period of 14 months from the date of shipment. The warranty period for the scanner starts from the manufacturer's shipment date.

- 1) Consumable parts such as markers and magnetic coded markers are not covered under the warranty.
- 2) The warranty period for externally purchased accessories is subject to the warranty policy of the respective purchased accessories.
- 3) Repair during the 14 months warranty period is not extending the warranty period.

2. Equipment malfunctions caused by non-human factors during the warranty period can be repaired free of charge, while malfunctions caused by human factors or damages outside the warranty will require paid repairs.

- 1) For the warranty to be valid, the scanner must be returned in its original protective packaging in all circumstances. Depending on the type of scanner, the original packaging can be a foam-lined hard case (or, in some cases, a protective wooden transport case for larger equipment).
- 2) It is the user's responsibility to keep the original packaging. The packaging for returning the device for repair needs to be done using Scanology's original packaging or packaging approved by Scanology's after-sales personnel before it can be returned. If the packaging of the scanner received by Scanology is improper, Scanology will provide appropriate packaging for the equipment, and the end user will bear all costs.
- 3) If warranty repairs are needed, please contact your local Scanology distributor or directly contact the Scanology manufacturer to assist in shipping your scanner to Scanology and provide all necessary information regarding the process.
- 4) If a Scanology scanner is damaged upon arrival (DOA), the purchaser has 30 (thirty) days to return the product to Scanology for replacement. DOA must be confirmed in writing by Scanology's professional after-sales service personnel. Failure to return the scanner within 30 (thirty) days after the delivery date or without Scanology's confirmation will result in the scanner losing eligibility for DOA replacement, and repairs will be carried out under normal warranty conditions.

- 5) The warranty does not apply to any damage or defects resulting from misuse or improper use, including but not limited to alterations, modifications, negligence, misuse, connection to incorrect power sources, exposure to harsh conditions or liquids, and damage caused during transportation. The warranty also does not cover lost, stolen, dropped, shattered, or modified products.
- 6) Warranty void if unauthorized repair or tampering is discovered during scanner inspection.
- 7) Scanology does not return replaced repair parts.
- 8) Only authorized Scanology repair technicians are permitted to repair Scanology equipment.
- 9) If you have any problems with your Scanology scanner or need technical assistance, please contact your local Scanology dealer first. Or you can email: support@3d-scantech.com to contact Scanology support team.

3. After the warranty period, remote inspection and processing by Scanology's after-sales service personnel are required for products purchased with extended maintenance service, for products that are purchased with extended maintenance service, remote inspection and processing by Scanology's after-sales service personnel are required. The renewal contract can be signed only after the inspection is deemed satisfactory.

- 1) The maintenance service for the scanner includes the replacement of parts and labor costs.
- 2) Scanology software purchased by the customer is eligible for free upgrades and maintenance during the maintenance service.
- 3) Provision of Backup equipment:

3.1) If the scanner is within the scope of Premium maintenance service, Scanology will provide the customer with a similar or higher-configured scanner for use free of charge during the maintenance period when the equipment is returned for repairs. The customers are eligible for a 50% discount on the rental fee for backup equipment.

3.2) If the scanner is within the scope of standard maintenance service, Scanology will provide the customer with a similar or higher-configured scanner for rental during the maintenance period when the equipment is returned for repairs.

4) During the maintenance service period, Scanology will provide one free calibration.

maintenance Service			
Classification	Standard maintenance	Premium maintenance	Accidental Insurance
Contents	Scanner (including parts and labor)	Scanner (including parts and labor)	Scanner (including parts and labor)
Software Upgrades	Free	Free	Free
Backup Service	Backup equipment is provided at a discounted price	Backup equipment is provided free of charge	Backup equipment is provided free of charge
Re-calibration	Once	Once	Once
Transportation	Only covers one-way transportation costs	Covers round-trip transportation cost	Covers round-trip transportation cost
Accidental Damage	Exclude	Exclude	Include

***Claims under the accidental insurance are limited to one occurrence per calender year.**

***The maintenance service for repairing or replacing internal components is 1 year, excluding damages caused by human factors.**

***Transportation costs exclude custom brokerage fees, duties, taxes, and VAT.**

***In accordance with the terms of the Premium Maintenance and Accident Insurance, we provide loan equipment to customers free of charge. Round-trip shipping costs for loan equipment shall be split between the customer and the service center, with each party responsible for one-way freight.**

4. Standard maintenance Service

Scanology provides standard maintenance for its 3D scanners with a maintenance period of 14 months from the date of purchase (excluding automated solutions). This standard maintenance includes repairs or replacement of faulty components, excluding damages caused by human factors.

1) Backup Equipment Service (optional, additional charges apply)

As part of the standard maintenance, Scanology offers customers the option to rent backup equipment, ensuring minimal disruption to their operations during the repair process. The terms and conditions for renting backup equipment will be outlined in a separate agreement.

5. Premium maintenance Service

Scanology offers a premium maintenance option to provide premium service support for our valued customers. The premium maintenance includes all the terms of the standard maintenance and the following additional features:

1) Free Backup Equipment Service

Customers with the premium maintenance are entitled to rent backup equipment free of charge when their scanner requires maintenance or repairs. Scanology will provide suitable backup equipment of at least the same model as the one in use, ensuring uninterrupted use of the scanner during the service period. The terms and conditions for the backup equipment service will be outlined in a separate agreement.

2) Inclusive of Round-trip Transportation Costs

For customers with the premium maintenance, Scanology covers the transportation costs associated with equipment maintenance or repairs, including round-trip transportation of the repair scanner to and from our service center. Round-trip shipping costs for loan equipment shall be split between the customer and the service center, with each party responsible for one-way freight. This ensures a hassle-free experience for our customers.

6. Premium maintenance with Accidental Insurance (Optional)

For customers who require additional insurance coverage against accidental damage, Scanology offers a premium maintenance with accidental insurance. This maintenance option includes all the terms of the premium maintenance and the following additional features:

1) Accidental Insurance

The premium maintenance with accidental insurance provides comprehensive protection against accidental damage to the 3D scanner, including drops, spills, and other unforeseen events. In the event of accidental damage, Scanology will repair or replace the scanner as needed.

7. Maintenance Service Extension Procedure

When the end user's warranty has expired and they want to purchase the maintenance service, the following procedure should be followed:

1) Remote Connection Diagnosis

To assess the current condition of the scanner and ensure its eligibility for maintenance service extension, Scanology's after-sales technical support team will arrange a remote connection diagnosis with the end user's device. This remote diagnosis session allows our experts to remotely inspect the performance of the scanner and identify any potential issues or maintenance requirements. Scanners that do not meet the criteria for maintenance service extension will need to undergo repair and calibration before entering the maintenance service extension program.

2) Evaluation and Report

Based on the results of the remote connection diagnosis session, Scanology's technical support team will evaluate the condition of the scanner and provide a detailed report to the end user. This report will outline any necessary repairs, maintenance, or calibration recommendations to bring the scanner up to the standards required for maintenance service extension.

3) Maintenance Service Extension Agreement

If the scanner meets the criteria for maintenance service extension, Scanology will offer the end user a maintenance service extension agreement. This agreement will specify the terms, duration, and cost of the maintenance service extension. Once the agreement is signed and payment is received, the maintenance service period will be extended accordingly.

4) Exclusion of Liability

Standard or premium maintenance does not cover damage or defects caused by misuse, negligence, accidents, unauthorized modifications, or improper handling of the scanner.

5) Maintenance Service Process

Customers or authorized distributors requiring maintenance service must adhere to the maintenance process outlined by Scanology. These processes will be communicated separately to ensure a smooth and efficient maintenance service experience.