






# ACTIVE SAFETY SERVICE PACKAGES

Reliability and flexibility are crucial in everyday testing on the proving ground. With our mission in mind to best serve our customers, Humanetics has created service packages particularly tailored for active safety testing. The service packages are available as basic, advanced and premium versions.

The service packages are valid for one year from the date of order receipt and can be purchased for each robot separately. Customers will be notified about the annual services by the Humanetics support team. Other services of the packages can be freely scheduled and chosen on demand by the customer. Please note that repair and shipping costs are not included in the packages. Details of the different services packages are listed hereafter.

	BASIC SERVICE PACKAGE	ADVANCED SERVICE PACKAGE	PREMIUM SERVICE PACKAGE
 Remote support	✓	✓	✓
 Annual robot service	✓	✓	✓
 Annual battery health check	✓	✓	✓
 Software update	✓	✓	✓
 Priority remote support		✓	✓
 Priority ticket system		✓	✓
 Pool equipment access		✓	✓
 Priority spare parts delivery			✓
 Spareparts frame contract			✓
 Loan platform during repair			✓
 Loan platform during service			✓

# ACTIVE SAFETY SERVICE PACKAGES

## BASIC SERVICE PACKAGE



**Remote support:** Our team is available to answer any questions you may have, Monday to Thursday 8:30 a.m. to 5:00 p.m., Friday 8:30 a.m. to 12:00 p.m CET. Additional support, outside of our standard support times is available with a 48 hours in advance notice.



**Annual robot service:** Regular maintenance of robots extends their lifespan and smooth operation. The annual robot service is available for UFOs and DrivingRobots. It includes cleaning and inspection of components as well as replacement of standard wear parts (list can be provided on demand). Other components can be replaced if necessary. In addition, the service includes safety components check and software updates. Please note that the service must be claimed within a year.



**Annual battery health-check:** The annual battery health-check includes a thorough check of the robot batteries at our factory in Linz, Austria, including the next health check reference.



**Software update:** Quarterly update of the software of UFOs and DrivingRobot.

The basic service package is covering base service requirements that arise when using the robots. Additional services can be purchased for an additional charge. The costs vary depending on the number of robots and kind of infrastructure set.

## ADVANCED SERVICE PACKAGE



**Priority remote support:** In addition to remote support hours, our team is available to answer any questions you may have, outside of the standard support times. Our team is available with a 48 hours in advance notice without additional charges (Saturday and Sunday excluded). Support inquiries will be processed with priority.



**Priority ticket system:** Tickets arising from support calls, support emails and/or remote support sessions are being processed with priority, with third level support of development department if required. Processing the ticket and contacting you within 24 hours.



**Annual robot service:** Regular maintenance of robots extends their lifespan and smooth operation. The annual robot service is available for UFOs and DrivingRobots. It includes cleaning and inspection of components as well as replacement of standard wear parts (list can be provided on demand). Other components can be replaced if necessary. In addition, the service includes safety components check and software updates. Please note that the service must be claimed within a year.



**Annual battery health-check:** The annual battery health-check includes a thorough check of the robot's batteries at our factory in Linz, Austria, including the next health check reference.



**Software update:** Quarterly update of the software of UFOs and DrivingRobot.



**Pool equipment access:** If robots are not ready for operation due to malfunctions, replacement equipment is provided - including robot infrastructure set, batteries and smart charger.

The advanced service package is bridging the gap between the basic and the premium service packages. Additional services can be purchased for an additional charge. The costs vary depending on the number of robots and kind of infrastructure set.

# ACTIVE SAFETY SERVICE PACKAGES

## PREMIUM SERVICE PACKAGE



**Priority remote support:** In addition to remote support hours, our team is available to answer any questions you may have, outside of the standard support times and is available with a 48 hours in advance notice without additional charges (Saturday and Sunday excluded). Support inquiries will be processed with priority.



**Priority ticket system:** Tickets arising from support calls, support emails and/or remote support sessions are being processed with priority, with third level support of development department if required. Processing the ticket and contacting you within 12 hours.



**Annual robot service:** Regular maintenance of robots extends their lifespan and smooth operation. The annual robot service is available for UFOs and DrivingRobots. It includes cleaning and inspection of components as well as replacement of standard wear parts (list can be provided on demand). Other components can be replaced if necessary. In addition, the service includes safety components check and software updates. Please note that the service must be claimed within a year.



**Pool equipment access:** If robots are not ready for operation due to malfunctions, replacement equipment is provided - including robot infrastructure set, batteries and smart charger.



**Priority spare parts delivery:** On stock spare parts are being packed and shipped within 24 hours after order receipt.



**Annual battery health-check:** The annual battery health-check includes a thorough check of the robot's batteries at our factory in Linz, Austria, including the next health check reference.



**Software update:** Quarterly update of the software of UFOs and DrivingRobot.



**Loan platform during service and repair:** If needed, a loan robot will be provided during annual robot maintenance or repair periods.



**Spareparts frame contract:** Fixed prices of spare parts, guaranteed for a period of one year.

The premium service package is covering all customer needs for a carefree and smooth working day. The costs vary depending on the number of robots and kind of infrastructure set.

Humanetics is committed to helping you maximize the capabilities of your robot system by supporting you with service packages that fit your needs. For additional details, please contact your local Humanetics representative or email us at [sales.austria@humaneticsatd.com](mailto:sales.austria@humaneticsatd.com).