

Customer Care Plan

Care about the performance  
of your Creaform products?

**So do we.**

**CREAFORM**

**AMETEK®**

# The value we bring to the table?

## Comprehensive support services when you need them.

Creaform's Customer Care Plan (CCP) is a valuable asset that helps you make the most out of your 3D measurement technologies, all while maximizing your investment. Our different plans are designed to offer a progression of added-value inclusions to best match your needs.



**24/5**  
COVERAGE



**7**  
LANGUAGES



**ENGLISH**  
EVERYWHERE



## Customer Care Plan Options

# Choose the plan you need.



### BASIC CUSTOMER CARE PLAN

A simple, ready-made solution if you require minimal validation of your system. Keep track of your system's performance, while benefiting from our reputed customer service experience.



### SELECT CUSTOMER CARE PLAN

Tailor this plan to your needs by choosing the options you require on top of the warranty on parts and labour. Make sure your system's working condition and performance stay top-notch.





Contact us for assistance in choosing the right plan.

# Guaranteed peace of mind for every budget.

Take advantage of worry-free coverage for all of your Creaform hardware and software.

Save more when you extend your care plan (up to 3 years)

		FIRST YEAR WARRANTY	 <b>BASIC</b> CUSTOMER CARE PLAN	 <b>SELECT</b> CUSTOMER CARE PLAN
INCLUDED IN THE PLAN	Warranty on parts and labour	✓	✗	✓
	Creaform software modules updates	✓	✓	✓
	Access to technical support 24/5 and remote assistance	✓	✓	✓
	Access to e-learning	✓	✓	✓
	Shipping: Creaform to Customer*	✓	✓	✓
PAID OPTIONS	Calibration	All systems are calibrated before shipping	✓	✓
	Calibration and adjustments <b>OR</b> Accredited calibration and adjustments	All systems are calibrated before shipping	✗	○
	Shipping: Customer to Creaform	○	✗	○
	Accident coverage	○	✗	○
	Loaner (includes round way shipping)	○	✗	○

✓ Included

✗ Not available

○ Available as a paid option

\* Only available following repairs and/or calibration services.



# Advantages and benefits

## 1 **Warranty on parts and labour**

Keep control of your cost of ownership by having parts replaced when required to keep performance of your system.

## 2 **Creaform software modules updates<sup>1</sup>**

Keep your system improving over time by updating your Creaform software to the latest compatible version.

## 3 **Access to technical support 24/5 and remote assistance**

Monday through Friday. Solution-focused support, performed by our technical support specialists remotely on your computer.

## 4 **Access to e-learning**

Access up to date, continuous training material at all times.

## 5 **Shipping: Creaform to Customer<sup>2</sup>**

Following repairs or calibration, excludes custom brokerage fees, duties, and taxes that might be applicable.

## 6 **Calibration**

Validation of the hardware's accuracy using a precision bar and a diagnostic report, includes a calibration certificate. Performed in Creaform's Service and Repair Centers.

## 7 **Calibration and adjustments**

Includes a calibration in the closest service or repair center, and a calibration certificate. If the system is out of Creaform specifications, adjustments and any repairs will be completed in one of Creaform's Repair Center. These adjustments ensure your system comes back to factory settings (within specifications).

## 8 **Accredited calibration and adjustments**

Calibration in compliance with the audited certification process ISO 17025. The specific and very exhaustive testing and performance scopes are defined and supported by established international standards. If the system is out of Creaform specifications, adjustments and any repairs will be completed. These adjustments ensure your system comes back to factory settings (within specifications). Includes a Calibration Certificate with performance testing procedure used, its description and ISO standard. Performed at Creaform's Canada and France Repair Centers.

## 9 **Shipping: Customer to Creaform<sup>2</sup>**

Ease the repair and calibration process by adding this shipping option to your plan. Excludes custom brokerage fees, duties, and taxes that might be applicable.

## 10 **Accident coverage**

For a complete worry-free coverage! The accident coverage option will cover damages due to accidents that are excluded from our warranty on parts and labor.

## 11 **Loaner**

Avoid any downtime with this option, as you will have access to a loaner for the duration of your calibration or repairs. The option includes round way shipping of the loaner system.



1- When the Customer Care Plan is purchased at the time of hardware acquisition

2- Applicable only with an active RMA created while the Customer Care Plan is active

# Get peace of mind when you buy a Creaform Customer Care Plan.

Contact us for more details.

[creaform.supportsales@ametek.com](mailto:creaform.supportsales@ametek.com)

## Visit our Customer Portal

Tap into a wealth of metrology information thanks to our knowledge base and learning center. Enjoy fast response times with our support specialists. Breeze through 3D scanning challenges with our self-service options. Optimize your 3D measurement processes to achieve your operational KPIs.



SET UP YOUR SYSTEM



SHOP ACCESSORIES



EXPAND YOUR KNOWLEDGE



GET YOUR QUESTIONS ANSWERED



MAINTAIN YOUR ACCOUNT



VIEW YOUR ORDER STATUS

[cp.creaform3d.com](http://cp.creaform3d.com)

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**CREAFORM** / **AMETEK**<sup>®</sup>