

# Service General Specification

SGS 43W29X01-01E

## Systems 5-Year Extended Warranty

1 Year Standard Warranty/4 Years Extended Warranty

Release 2.0



### Overview

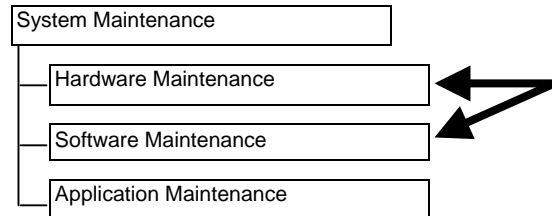
The Yokogawa standard warranty comes with every new Yokogawa Corporation of America (YCA) CENTUM CS 3000 Integrated Production Control system and is effective 18 months from shipment or 12 months from installation whichever occurs first. The warranty covers defective materials and errors in workmanship from the manufacturer. Maintenance prevents down time from environmental and application factors.

The Extended Warranty gives customers the opportunity to extend this warranty for 4 additional years on the Yokogawa manufactured hardware. The warranty helps keep hardware repair costs low on the rare failures that occur.

### Positioning

The Extended Warranty provides the customer with phone support during regular working hours. Over years 2-5 of the warranty extension the customer will have a direct line of communication to YCA Service. This phone support would have to be purchased separately if there was no extended warranty. During the same period, failures on the Yokogawa manufactured Systems hardware can be returned to the factory for repair.

Service packages are paired with the 5-year warranty into synergistic combinations to provide maximum productivity at the lowest maintenance cost.



### Functional Overview

Years 2-5 of the 5-year warranty provides Yokogawa manufactured Systems hardware special service as follows:

The warranty scope is the repair for the Yokogawa manufactured Systems hardware troubles in the last 2-5 years of the 5- years, with a return to factory policy.

The warranty is only available in YCA's territory \*. The warranty only applies to projects awarded to Yokogawa Corporation of America.

Warranty failures are repaired free of charge on a return to factory basis. The customer is responsible for detection of problems. Yokogawa Terms and Conditions apply.

\*United States, Canada, Mexico, Central America and the Caribbean.

### Ordering Instructions

The 5-year extended warranty is available when purchasing the Yokogawa Corporation of America System. Please contact your local Service Sales Representative for more information.

### Trademarks

\* CENTUM is a registered trademark of Yokogawa Electric Corporation.

\* Other company and product names in this GS are registered trademarks or trademarks of their respective companies.