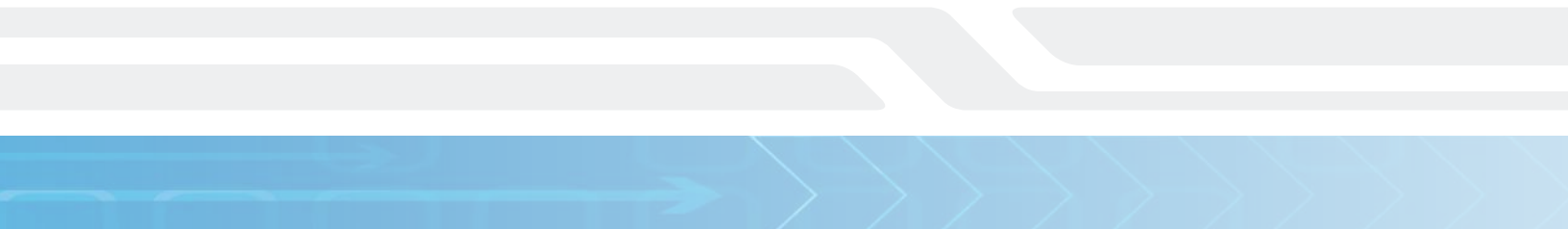




# CrossRobotics Support & Services Guide



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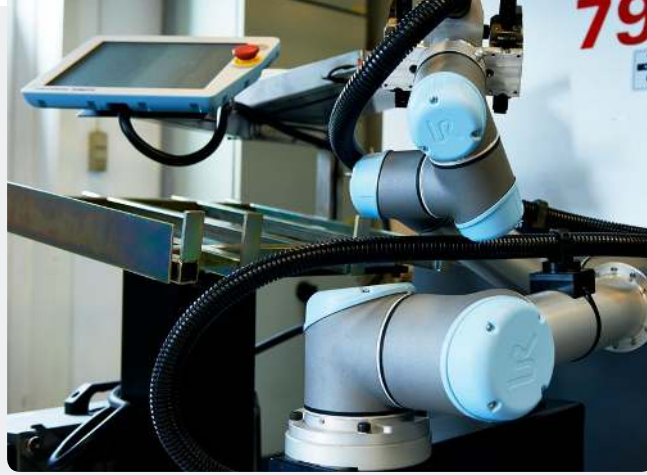


## Our Commitment

Cross Company is committed to offering our customers the highest quality services. We believe making a significant automation investment in a technology such as a collaborative robot from Universal Robots is a key element in creating a competitive manufacturing environment. To support the investment in the Universal Robots technology, Cross offers support, service and maintenance programs to help our customers maximize this automation investment. This Robotic Support & Services Guide provides a summary of the available services.

This support and services offering includes: Annual Preferred, Gold, and Platinum maintenance and service programs, standardized and customized training services, and access to the Cross Company knowledge base of application notes and videos.





## Cross Support Services

As standard, all UR robots purchased from Cross come with one year of **Cross Preferred Support** that is renewable on an annual basis. The Preferred support program includes each robot receiving Cross Support Prep prior to shipment, access to locally stocked spare and replacement parts, discount on spare and replacement parts, preferred response time of 8 business hours or better, and 240 minutes of advanced programming phone/email support per year.

The **Cross Gold Support** program is a one year service agreement that is renewable on an annual basis. All Universal Robots enrolled in the Cross Gold Robotics Support program will be visited once per year by a factory trained and authorized technician. During this annual service visit, the technician will review the performance of all operating and mechanical aspects of the Universal Robot, backup and archive all application programs, upload and review the operational log file, and provide a complete service report for each Universal Robot enrolled in the Cross Gold Support program. Free general telephone/email support between 8AM and 5PM EST/EDT M-F is also included in the Gold Cross Support Program. Advanced telephone/email support between 8AM and 5PM EST/EDT M-F will be debited from the Preferred Support subscription until depleted and then billed at standard rates.

The **Cross Platinum Support** program is a one year service agreement that is renewable on an annual basis. This program includes all of the features of the Cross Gold Support program plus access to these additional features: 24/7 emergency telephone support, 24hr<sup>1</sup> deployment of support resource for down situations, access to the dedicated Platinum subscriber spares parts depot, one-day training program, firmware updates applied during annual service review; and a discount on spare parts (10%). Free general telephone/email support between 8AM and 5PM EST/EDT M-F is also included in the Cross Platinum Support Program. Advanced telephone/email support between 8AM and 5PM EST/EDT M-F will be debited from the Preferred Support subscription until depleted and then billed at the discounted Platinum rate.

# Support Services Summary

Support Services	Preferred	Gold	Platinum
Standard Telephone Technical Support <i>8am-5pm M-F EST</i>	•	•	•
Standard Technical Support Response Time	<8h	<8h	<4h
Replacement parts discount	•	•	•
Annual On-site performance and mechanical analysis*		•	•
Application Program Backup and Archiving		•	•
Log File Upload and Review		•	•
Yearly Performance Report		•	•
Training – one-day			•
24/7 telephone support			•
24 hr access to spare parts and on-site emergency service			•
Annual On-site Firmware Upgrade Service			•
10% Discount on all Standard Services and Training			•
Discount on Replacement & Spare Parts	5%	10%	10%
Price when purchased with robot(s)	Included**	\$1750 per robot	\$3495 for 1st robot + \$1750 for each add'l robot (per site)
Annual Renewal Price <i>when renewed prior to expiration</i>	\$750 per robot	\$1500 per robot	\$2995 per year + \$1500 for each add'l robot (per site)

\* Travel and expenses for On-Site services are billed as a separate item

\*\* PSP packages are included with all robots that include 'SP' in part number i.e. UR0503SP-10000

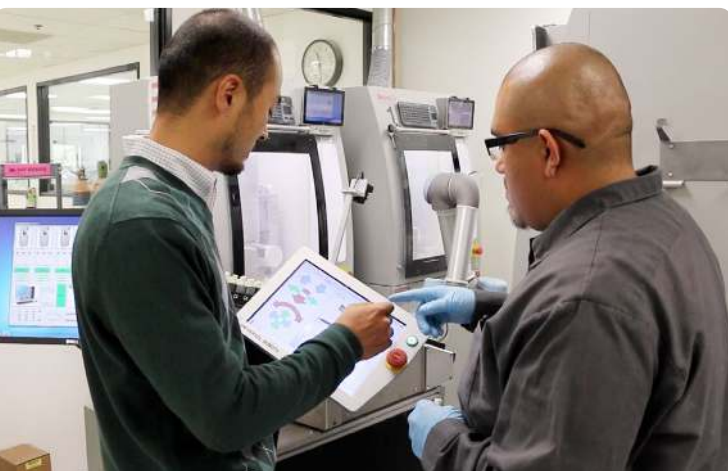
# Training

One of the advantages for using the Universal Robot technology is ease of use, but training is still an important part of efficiently applying this automation technology. To meet these needs, Cross offers multiple training programs for the Universal Robot.

- UR-Basic: a one-day training class to introduce the user to the hardware, basic programming functions and maintenance procedures for the Universal Robot
- UR-Core: a training class to review some of the advanced programming functionality available including: safety planes, scripting, pre-configured functions for pallet handling and stacking/de-stacking applications

*Note: Discounted rates available on training for Platinum subscribers.*

## Job Specific Operator Training



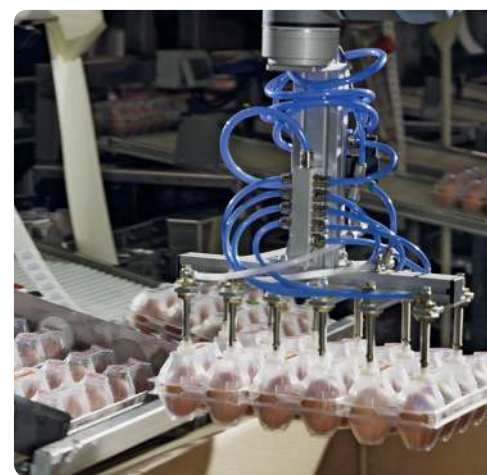
# 24/7 Emergency Service and Access to Spares

Unexpected things happen in a manufacturing environment, and if having trained technicians on staff and a stock of spare parts isn't part of your current business plan, then investing in the Cross Platinum Support program may be worth your consideration. With this program you will have 24/7<sup>1</sup> access to: emergency Phone Support with a 4 hour max response time, our spare parts depot so you will not need stock spares inhouse<sup>2</sup>, and a trained technician deployed as soon as reasonably possible to address emergency robot issues 24 hours a day<sup>3</sup>.

## Notes:

1. Usage of emergency services after normal business hours (8:00 AM - 5:00 PM EST/EDT) will result in service charges as outlined in Cross annual rate sheet.
2. Shipment of depot spare parts is dependent upon the availability of commercial carriers. Standard shipping rates apply. Courier services are also available upon request for an additional fee.
3. These services are only made available to the Platinum Cross Support subscribers, time and travel are not included in the subscription costs. See Cross annual rate sheet for details.

## Cross Platinum Support Advantage



*The purpose of this document is to provide information only. The actual services agreements are separate documents and details are subject to change.*