

General changes in the DaTARIUS support structure

Dear customer,

DaTARIUS has been providing reliable service and support to the optical media industry over many years.

Due to the situation that second hand equipment is offered/sold far below a rational price and service/repair is often not valued we are forced to review our service and support structure.

To maintain the high level of support we have to introduce the DaTARIUS Support-Contract by **1st of June 2012** which contains:

- technical telephone support hotline for your technical inquiries
- technical e-Mail support for your written technical inquiries
- remote support for your DaTARIUS and BD CATS test equipment
- password for the Support section of the DaTARIUS website
 - SW download (for CS-4, DaTAVIEW, iDS)
 - download of DaTARIUS Signal Guides
 - download of DaTARIUS Support documents

For application please use the following link: www.datarius.com/login.html

DaTARIUS Support-Contract € 1.440,- (net) for 12 months with 100% advanced payment

Validity:

- contract time starts from receipt of payment und runs for 12 months
- contract is renewed automatically if not cancelled 1 month prior to expiration date
- contract is only valid for one named location

Exceptions:

- customers who purchase any DaTARIUS or CATS BD test equipment are automatically qualified for a one year free Support-Contract (valid for your entire DaTARIUS equipment) starting from receipt of payment
- repairs under warranty
- support for demo/loan equipment

Yours sincerely,

your DaTARIUS service team

Our general terms and conditions apply!