

TREALITY SVS (Belgium)

Pieter Verhaeghestraat 44
8520 Kuurne
Belgium

TREALITY SVS (US)

600 Bellbrook Avenue
Xenia, OH 45385-4053
United States



January 9th, 2024

TREALITY SVS SERVICE & SUPPORT GUIDELINES

Dear Valued Customer,

Thanks for your business with us and putting trust in TREALITY SVS. Besides delivering our best-in-class Visual Displays to the Simulation industry since the 90's, we also strive to differentiate ourselves by providing the best possible support services for maintaining the performance of our systems, deployed worldwide.

In search for continuous improvement, we hereby want to provide you some practical guidelines on how to get in touch with our service department, explain the typical flow and provide some step by step instructions for return of a repair.

Kind regards,

A handwritten signature in black ink, appearing to read "DE VOS G". The signature is stylized and includes a flourish at the end.

Glenn De Vos
Director of BE Operations & WW Services
TREALITY SVS

TREALITY SVS (Belgium)
Pieter Verhaeghestraat 44
8520 Kuurne
Belgium

TREALITY SVS (US)
600 Bellbrook Avenue
Xenia, OH 45385-4053
United States



1. Contacting Customer Support

At TREALITY SVS, we believe in the importance of getting you in direct contact with a matter expert, as prompt as possible. Instead of channeling customers via a self-service portal or non-technical operator hosted environment, we prefer to put our customers in direct communication with a matter expert via one of the three dedicated regional helpdesk emails, as listed on our website contact page <https://trealitysvs.com/contact/>. Our support team is there to assist you with any concerns or inquiries related to our products.

A grey rectangular graphic with the word "Service" in blue at the top left. Below it, three service regions are listed: "SERVICE NORTH AMERICA" with email "sim.support.na@trealitysvs.com" and phone "+1 937 372 3199"; "SERVICE EUROPE (EMEALA region)" with email "sim.support.emea@trealitysvs.com" and phone "+32 19 60 04 08"; and "SERVICE INDIA" with email "sim.support.india@trealitysvs.com" and phone "+91 9845136676".

Service

SERVICE NORTH AMERICA
sim.support.na@trealitysvs.com
+1 937 372 3199

SERVICE EUROPE (EMEALA region)
sim.support.emea@trealitysvs.com
+32 19 60 04 08

SERVICE INDIA
sim.support.india@trealitysvs.com
+91 9845136676

*Overview of the TREALITY SVS service organization
contact details – email is the preferred channel*

2. Required information

To streamline the support process, please provide essential details such as **the product serial number**. Including a maintenance **Support Contract reference** will ensure priority support and gives us an immediate view on the committed SLA's. Accurate information on the problem or defect will ensure a quicker and more effective response from our support organization.

3. Support Request Process

Once a support request is submitted, our team will assess the nature of the inquiry promptly. Depending on the issue, your request may lead to either a **return for repair** or an **on-site intervention**. In case you have access to repair-certified personnel, an alternative solution can also be to have us dispatch service spare parts to site. We strive to provide tailored solutions that meet the unique requirements of your visual display solution and uptime requirements.

4. Return for Repair

If a return for repair is deemed the best way forward, we will guide you through the process and different options. Depending on the country and region the product is deployed in, our support team will advise with instructions for shipping to one of the **TREALITY service centers**, a nearby manufacturer repair center or one of our certified partner service centers. Our commitment is to restore your product to optimal condition, promptly and effectively.

TREALITY SVS (Belgium)

Pieter Verhaeghestraat 44
8520 Kuurne
Belgium

TREALITY SVS (US)

600 Bellbrook Avenue
Xenia, OH 45385-4053
United States



Unless logistic services are included in a Support Contract, returning a product for repair to one of the appointed service centers, within or out of warranty, will be at cost to the sender. TREALITY will cover the cost of returning the repaired product back to customer site, excluding possible duties or other import specific fees.

5. On-site intervention

In certain cases, an on-site intervention with one of our TREALITY or appointed matter experts may be recommended. This option ensures a **hands-on approach** to address issues and creates an opportunity for **optimizing the performance of your visual display** solution once the product issue is rectified. Our experts are dedicated to delivering exceptional service directly at your location. On-site interventions are typically not covered by the Standard Product Warranty but optional Support Contract coverage can significantly simplify the administrative process, bypassing the quoting and ordering process that is required for often urgent on-site interventions.

6. Timely response commitment

Expect a prompt acknowledgement of your support request, outlining the initial steps we'll take and what possible options we have to support the situation. Our commitment is to provide timely updates throughout the resolution process, to keep you informed. Priority support is automatically applied for customers that have a Support Contract in place.

7. Escalation Process

Our aim is to ensure that every support request is addressed comprehensively and to your satisfaction. If at any point you feel your concern needs escalated attention, we have a structured escalation process. Details and point of contact may differ based on the region of support and will be provided upon request via our helpdesk.

8. Support Hours

Unless contractually agreed upon differently, our support organization operates during local normal business hours, ensuring you receive assistance when you need it. Contact us for information on our support hours to plan your inquiries accordingly. We understand the importance of accessibility and strive to be available when you need us.

9. Feedback and Continuous Improvement

Your feedback is valuable to us in enhancing our support services continually. Let us know about your experience, and we'll use that your feedback to improve our processes.

10. Warranty, Support Contract and Product Life Cycle

Agreed upon Terms and Conditions of Sale will apply to the product or solution you have purchased from TREALITY SVS. Unless superseded by a supply contract, the Standard TREALITY SVS Warranty Policy will apply and can be consulted on the TREALITY SVS website, accessed via the following link <https://www.trealitysvs.com/wp-content/uploads/TREALITY-Warranty-Policy.pdf>. Extension of the standard warranty or provision of additional SLA's may be offered through an optional maintenance or Support Contract, please reach out to one of our sales people for more information and pricing. For good understanding on the Product Life Cycle support, please consult the document available on our TREALITY SVS website : <https://www.trealitysvs.com/wp-content/uploads/TREALITY-Product-Life-Cycle-Policy.pdf>

Step by Step Instructions for a Product Repair Return

1. Head over to <https://trealitysvs.com/contact/> and scroll down to the Service Contact section
2. Pick the most appropriate (point of sales or nearby) TREALITY Service Center (**)
3. Send an email providing the product and problem description, also mention it upfront if there is a support contract in place.
4. One of our helpdesk matter experts will reply and assist further.
5. In case of a return for repair, follow instructions provided by our matter expert, if in need for an alternative approach (eg. on-site intervention) do not hesitate to ask for options!
6. Our helpdesk matter expert will provide a return reference number and the shipping details.
7. Return of a product will require appropriate packaging, it is your responsibility to pack it up properly, preferably in the original packaging it was received in. Do not send along any accessories, if you do so please mention it clearly upfront to our helpdesk matter expert.
8. Shipping a product to us, even if it is under warranty, will be at your own expense unless such a service is covered for by an optional support contract.
9. When shipping internationally, mention clearly on the customs documents that it concerns a REPAIR, so the import duties can be avoided. Also value the product for the value it has, this is never the full new price.
10. Upon receipt, the product will be checked by our experts, if needed they will reach out with additional questions so that the repair will be done in line with your expectations.
11. In case a Support Contract or product warranty applies (per the TREALITY Warranty Policy), the repair (parts and labor, excluding consumable items) will be at no cost. In case not, a repair will first be quoted and only executed once your approval to proceed is provided, in the form of a Purchase Order. In case of a non-repair, inspection fees may apply.
12. Once the product is repaired and sufficiently tested, it will be packed up and returned at TREALITY's expense, excluding possible local import duties or fees.
13. Upon request, a repair report will be available till 60days after the repair was performed, often such report will also contain relevant findings or suggestion on how to optimize the performance and lifetime of the product or system it is used in.

*** In case you purchased a Visual Display Solution from TREALITY SVS, the last page of the ATP/OSAT document will mention the preferred TREALITY SVS Support center to be contacted in case support is needed.*