

The warranty and support terms applicable to a customer are those agreed between INSCOPER and the customer in the applicable quotation, order confirmation, warranty agreement, or other written agreement.

All technical problems or user support requests shall be sent through our ticketing service Mainti4 provided for free to all of the customers. In case of any issue or delay, requests can be sent to contact@inscoper.com.

Video call, telephone call or e-mail support is guaranteed for a response within 36 hours, usually within the same day depending on the time zone difference. Most interventions can be carried out remotely using a remote desktop software such as TeamViewer. Intervention is planned rapidly in the event of a software bug (24 to 48 hours depending on the difficulty diagnosed). For requests for software and/or hardware improvements or upgrades, intervention is planned according to the workload schedule and in discussion with the customer and its availability.

In the event of failure of the Device Control unit, the replacement can be made remotely within a few minutes by the customer following receipt of the replacement unit (2-5 working days by carrier depending on the worldwide location, excluding customs delays).

The initial two-year (extendable) warranty and customer service included with the purchase of a software license covers:

- training and support of Client staff
- end user training and support (when/if required by the Client)
- reminding of operating instructions in the event of user error or oversight
- diagnosis in the event of microscope operating problems
- debugging and restoring system operation in the event of software problems
- replacement of faulty Device Control units. Any replacement due to misuse or negligence in the safekeeping of the equipment, or for external causes such as a flood, fire or electrical fault in the building or a natural disaster will be invoiced
- up to two (2) software updates and enhancements (one per year). These will only be installed with the prior agreement of the Client

The warranty and support service extension beyond the first two years is available in two plans:

Assist 1 → Replacing faulty box, Diagnosing system malfunctions, Resolving software bugs

Assist 2 → Assist 1, Software updates (one per 2 year), Configuration change (up to two per year)

!! Please note that INSCOPER cannot guarantee the proper functioning of other microscope components (camera, light source, stage, etc.) that it did not sell; however, if necessary, the company can assist you in resolving the issue with the supplier by providing a diagnosis and proof of the malfunction.