

PRODUCT REPAIR POLICY AND PRICE LIST 2024

Dear valued customer,

As part of our continuous effort to improve the level of services to our partners, we hereby wish to inform you about our new repair policy and the relative repairing price list for Tattile's products.

REPAIR PRICE LIST				
OPERATION	BASIC	VEGA XX	VEGA1 / MOBILE	EXT. ILLUMINATOR
Diagnosis, repairing and testing	275 €	275 €	275 €	275 €
CPU Board	780 €	871 €	594 €	- €
Power Board	471 €	203 €	226 €	- €
I/O Board	- €	391 €	140 €	- €
Q7 Module	- €	- €	520 €	- €
OCR Sensor Board	- €	229 €	- €	- €
CTX Sensor Board	- €	229 €	- €	- €
Illuminator Board	41 €	59 €	- €	500 €
Lenses	114 €	229 €	229 €	275 €
Max repair value without Customer authorization	1.055 €	1.146 €	1.389 €	775 €

REPAIR PRICE LIST				
OPERATION	AXLE	SMART	SMART+ 55	SMART+ 85
Diagnosis, repairing and testing	275 €	275 €	275 €	275 €
CPU Board	871 €	1.257 €	1.297 €	1.297 €
Power Board	203 €	243 €	184 €	184 €
I/O Board	391 €	246 €	274 €	274 €
Q7 Module	- €	691 €	- €	- €
OCR Sensor Board	229 €	540 €	294 €	1.480 €
CTX Sensor Board	229 €	351 €	346 €	346 €
Illuminator Board	- €	51 €	58 €	58 €
Lenses	371 €	371 €	371 €	371 €
Max repair value without Customer authorization	1.146 €	1.532 €	1.572 €	1.572 €

The Diagnosis and testing costs will be charged to the customer for each intervention even if the diagnosis is NFF (no fault found).

For cameras under warranty, if the diagnosis result will be failures caused by negligence or misuse of the device by the customer, the costs will be entirely charged to the customer.



Whether the repair cost is lower than the “Max repair value”, the customer accept the repair without additional autorizations; so the machine will be repaired in the shortest period possible and the cost of the rapair (based on the above price list) will be invoiced to the customer.

Customer covers the freight-in cost (the freight to send the camera to Tattile)
Tattile covers the freight-out cost (the freigt to return the camera to the customer)

Your sales contact is at your complete disposal for any further information.

Mairano - Italy, January 31th 2024

Best Regards

Pierpaolo Bianchetti
Customer Service Manager