



HEXAGON
MANUFACTURING INTELLIGENCE



TESA
TECHNOLOGY

APPENDIX A

LEVEL OF PARTNERSHIP		
PLATINUM	GOLD	SILVER
X		

SERVICE LEVEL DESCRIPTION

	PLATINUM	GOLD	SILVER
REQUIREMENTS FOR TESA			
Accreditation n°:	✓	✗	✗
ISO/IEC 17025 laboratory:	✓	✓	✗
Calibrations:	✓	✓	✓
All products covered:	✓	✓	✗
Promotional web activity:	✓	✓	✗
TESA trained:	✓	✓	✓
Quarterly reporting:	✓	✓	✓
Tooling investment*:	✓	✓	✓
Technical Support to clients:	✓	✓	✓
WHAT TESA PROVIDES			
Warranty repairs:	✓	✗	✗
Special pricing benefits:	✓	✓	✗
Exchange policy:	✓	✓	✓
Service documentations (newsletter):	✓	✓	✓
Repairs & Services (for special cases):	✓	✓	✓

*According to the level, the potential service partner must own kit of tools recommended by TESA