

**A) General Information 常规条款**

The terms and conditions in this document apply to TRUMPF's Remote, Maintenance, Performance service agreements, and to additional options that can be purchased. 以下合同条件适用于通快的远程服务协议、维保服务协议和尊享服务协议，以及其他相应的可另外订购的选项。

The contractual partners are the companies listed on [page 1](#) of this service agreement, hereinafter referred to as "the customer", and the company TRUMPF (China) Co. Ltd, hereinafter referred to as "TRUMPF". 合同双方为本服务协议第1页所列公司（以下简称“客户”）和通快（中国）有限公司（以下简称“TRUMPF”）。

TRUMPF service agreements are made up of packages and options. The customer has the option of adding set options to the packages. Options can only be concluded in combination with a package. 通快服务协议由套餐和选项组成。客户可以选择在套餐中添加规定的选项。选项只能与套餐相结合使用（不可仅勾选选项而不选择套餐）。

Secondary to this, the General Terms and Conditions of Delivery and Service for the TRUMPF Machine Tools and Laser Technology Business Units apply, which can be viewed at www.trumpf.com/AGB/WM-LT-Deutschland. These include further details regarding warranty and liability. 机床和激光技术业务部门的一般交付和服务条款和条件适用，可在 www.TRUMPF.com/AGB/WM-LT-Deutschland 上查看。其中包括有关保修和责任的更多详细信息。

The Special Conditions for Service Agreements of the German Laser Technology Business Unit apply to machines in the following TRUMPF product series: 3D laser processing systems, CO2 OEM lasers, solid-state lasers, laser processing stations and 3D printing. 德国激光技术事业部的服务协议专用条款适用于以下 TRUMPF 产品系列的机器：3D 激光加工系统、CO2 OEM 激光器、固态激光器、激光加工站和3D打印。

The availability of individual service components depends on the machine type and, if applicable, the equipment selected for the respective machine. 各项服务产品及内容的适用性取决于机器或机床类型，如果适用，则该服务产品及内容将自行匹配该机器或机床。

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B) Service components of the packages 服务协议的选项内容**1. Remote service components****远程服务协议选项内容**

1.1. The Remote service agreement comprises the following service components: 远程服务协议包括以下服务选项：

- Error correction by telephone; 电话故障排查
- Technical Guides; 技术指南
- Preparation for service mission; and 服务任务的预准备
- Remote support: Online remote diagnostics and error correction 远程支持：在线远程诊断与设备问题排查

1.2. Scope of services of **Error correction by telephone**: “电话故障排查”的服务范围

Diagnostics and elimination of faults in the TRUMPF machine, along with support and preparation relating to service missions, as far as is possible by telephone. The response times of Technical Service apply: Monday to Friday from 07:00 to 19:00; Saturday and Sunday from 09:00 to 17:00; (TruPrint products from 08:30 to 17:30); excluding public holidays at the relevant responsible site. TRUMPF 机器故障的诊断和排除，以及与服务任务相关的支持和准备，尽可能通过电话进行。技术服务的响应时间为：周一至周五 07:00 至 19:00；周六与周日 09:00 至 17:00。（TruPrint 服务时间为 08:30 至 17:30）；法定假期除外。

1.3. Scope of services of **Technical Guides** 技术指南的服务范围

1.3.1. The customer receives a technical manual showing how to rectify a standardized error description independently. The customer receives the said manual either from TRUMPF's Technical Service or when reporting the malfunction using the service app. When using the service app, the customer will also receive the Technical Guides outside the Technical Service's standard response times. 客户将会收到收到一份技术手册，其中讲解了如何独立纠正标准化错误。客户从 TRUMPF 的技术服务部门或使用服务应用程序报告故障时收到上述手册。使用服务应用程序时，客户还将收到技术服务标准响应时间之外的技术指南。

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1.3.2. The Technical Guides service is part of the service app, which is available from the relevant store on the Android or iOS device. A free MyTrumpf account is required to use the service app. 技术指南服务是服务应用程序的一部分，可从Android或iOS设备上的相关商店获得。使用服务应用程序需要一个免费的MyTrumpf帐户。

1.4. Scope of services of **Preparation for service mission** 服务任务准备的服务范围

The flat rate for preparation for a service mission is included in the Remote service agreement. 服务任务准备的统一费率包含在远程服务协议中。

1.5. Scope of services of **Remote support: Online remote diagnostics and error correction** “远程支持/在线远程诊断”的服务范围

1.5.1. Diagnostics and elimination of faults in the TRUMPF machine, along with support and preparation relating to service missions, within the response times referred to in [Section 1.2](#), insofar as this is possible using the remote support system. 1.5.1. 在第1.2节提及的响应时间内，尽可能使用远程支持系统，诊断和消除TRUMPF机器中的故障，以及与服务任务相关的支持和准备。

1.5.2. The following individual access and intervention options are used: 将使用以下个人访问和调试选项：

a) Remote control 远程控制

The remote control provides access to the applications and operating system on the operator's computer. It is used to assist the machine operator in the event of operating and input errors. 远程控制可访问操作员计算机上的应用程序和操作系统。它用于在操作和输入错误的情况下为机器操作人员提供支持。

b) Remote diagnostics 远程诊断

Remote diagnostics can be used to detect errors in areas that can be accessed from the operator's computer. These include the user interface and its operating system, and parts of the numerical control (NC) and Programmable Logic Controller (PLC) for 3D laser processing systems. 远程诊断可用于检测出可从操作员计算机访问的区域中的错误。其中包括用户界面及其操

作系统，以及用于3D激光加工系统的数控（NC）和可编程逻辑控制器（PLC）的部分。

c) Remote services 远程服务

Remote services enable the elimination of errors, the updating of sub-modules of the NC, PLC and user interface, the modification and updating of configurations and the adjustment of network configurations. 远程服务可以消除错误，更新NC、PLC和用户界面的子模块，修改和更新配置以及调整网络配置。

d) Data transmission 数据传输

Data transmission enables the exchange of files. These include system files on the operating system, application data on the user interface, NC and PLC, NC programs and customer-specific data. 数据传输可实现文件交换。其中包括操作系统上的系统文件、用户界面上的应用程序数据、NC和PLC、NC程序和自定义的特定数据。

e) Dialog mode 对话框模式

If there is no voice connection by telephone, communication can take place via the dialog mode integrated into the remote support software. 如果没有电话语音连接，则可以通过集成到远程支持软件中的对话框模式进行通信。

1.5.3. Software updates are not included in the scope of services. 软件更新不包括在服务范围内。

1.5.4. Technical requirements for remote support: 远程支持的技术要求：

a) Telephone-based 基于电话

The modem supplied by TRUMPF with the laser or the machine is connected during installation or commissioning at the customer's premises, and requires the customer to have a telephone connection via a socket with an analog interface in the area where the machine is installed. It must be possible to dial the telephone connection directly, and it must have a direct external line. For machines located outside of Germany, the connection point must be capable of direct outward dialing. TRUMPF与用户或机器一起提供的调制解调器在安装或调试期间由客户预先连接，并要求客户在机器安装区域通过带模拟接口的插座进行电话连接。必须可以直接拨打电话连

接，并且必须有一条直接的外线。对于位于德国境外的机器，连接点必须能够直接向外拨号。

b) Internet-based 基于互联网

The TRUMPF machine or TRUMPF laser must be prepared for remote support via the Internet (hardware and software) and configured by the customer to access the customer network via TCP-IP. It must be possible to connect to the TRUMPF Telepresence portal via the customer network and the Internet. The connection is established via IPsec using standard ports UDP 500 and UDP 4500. Where possible, the firewall access rules should not be deactivated automatically due to extended periods of non-use. The set-up of customized VPN solutions is subject to a separate charge. 通快机器或通快激光器必须准备好通过互联网（硬件和软件）进行远程支持，并由客户配置为通过TCP-IP访问客户网络。必须能够通过客户网络和互联网连接到TRUMPF Telepresence门户网站。该连接是通过IPsec使用标准端口UDP 500和UDP 4500建立的。在可能的情况下，不应由于长时间不使用而自动停用防火墙访问规则。定制VPN解决方案的设置需另行收费。

1.5.5. The customer must provide TRUMPF with a detailed error description so that TRUMPF can decide whether remote support is possible. 客户必须向通快提供详细的错误描述，以便通快决定是否可以进行远程支持。

1.5.6. The customer may activate the remote support software in the event of an error message or if required for other reasons only after consultation with TRUMPF. The customer is not authorized to change the settings of the remote support software. As such, remote support may only be provided by personnel authorized by TRUMPF. 如果出现错误消息，或者由于其他原因需要，只有在咨询通快后，客户才能激活远程支持软件。客户无权更改远程支持软件的设置。远程支持只能由通快授权的人员提供。

1.5.7. In order to establish a remote connection from the TRUMPF service center to the customer's machine, a user ID, password and (in the case of telephone-based remote support), a telephone number for modem access are required. TRUMPF assigns the user ID and password. The customer provides the telephone number

for the modem connection. 为了建立从通快服务中心与客户机器的远程连接，需要用户ID、密码和（在基于电话的远程支持的情况下）调制解调器接入的电话号码。TRUMPF分配用户ID和密码。客户提供调制解调器连接的电话号码。

1.5.8. TRUMPF will take reasonable state-of-the-art precautions to prevent viruses from getting into the customer's software from TRUMPF's EDP systems in the service center. Nevertheless, should any viruses get into the customer's software through TRUMPF's EDP systems, TRUMPF will only be liable in the event of deliberate intent or gross negligence. 通快将采取合理的/最先进的预防措施为防止病毒从服务中心的通快EDP系统进入客户的软件。尽管如此，如果任何病毒通过通快的EDP系统进入自定义用户的软件，通快仅在存在故意不当行为或重大过失的情况下才承担责任。

1.5.9. The customer must ensure that no viruses are transferred to TRUMPF's EDP systems. In the event that any viruses occur at the customer's site which may adversely affect TRUMPF's remote support operations, or which may be transmitted during the said operations, the customer undertakes to notify TRUMPF in writing without delay. If TRUMPF suffers damage as a result of the transmission of viruses through the customer's software, the customer undertakes to compensate such damage, insofar as the customer is at fault. 客户必须确保没有病毒转移到通快的EDP系统。如果客户网站上出现任何病毒，可能会对通快的远程支持操作产生不利影响，或可能在上述操作过程中传播，客户承诺立即书面通知通快。如果通快因通过客户的软件传播病毒而遭受损害，客户有义务在其负责的范围内赔偿该等损失。

2. Maintenance service components 维保服务协议选项内容

2.1. The Maintenance service agreement comprises the following service components: 维保服务协议包括以下服务内容：

2.2.

- all service components of the Remote service agreement; 远程服务协议的所有服务内容



- regular maintenance according to maintenance checklist with documentation of maintenance by the manufacturer; 根据保养清单和制造商的保养文件进行定期保养;

2.3. Scope of services of Regular maintenance according to the maintenance checklist with TRUMPF maintenance sticker "根据带有通快保养标签的保养清单进行定期保养"的服务范围

2.3.1. The scope of maintenance work to be performed is specified in the TRUMPF maintenance checklist. It is a component of every service agreement. 通快保养工作清单中规定了将执行的保养工作范围。它是每个服务协议的重要组成部分。Unless otherwise agreed, maintenance work will normally be carried out on weekdays (except Saturdays) at as regular intervals as possible within normal working hours (07:30 to 18:00). The maintenance appointments will be agreed between the customer and TRUMPF at least four weeks prior to the preferred date. In the event that multiple maintenance tasks are required, the aim is to group the maintenance tasks within one maintenance appointment. In principle, TRUMPF will endeavor to comply with the customer's preferred dates. 除非另有约定, 保养工作通常在工作日(星期六/星期日/法定节假日除外)的常规工作时间(08:30至17:00), 客户应尽可能定期进行。原则上, 通快将尽力遵守客户的首选日期, 保养预约将至少提前四周由客户和通快商定, 其目的是为了尽量满足客户可能产生的多台机器保养在一次任务中完成的需求。

2.3.2. TRUMPF service employees must have unrestricted access to the machine for the duration of the maintenance work; the machine is not available for production work during this time. In the event that the TRUMPF service engineer has to wait due to lack of preparation on the part of the customer, TRUMPF reserves the right to charge an additional fee for the waiting time. 通快工程师在维护工作期间必须能够不受限制地使用机器; 这段时间机器无法进行生产工作。如果通快服务工程师因客户缺乏准备而不得等待, 通快将保留对等待时间收取额外费用的权利。

2.3.3. The customer will ensure the following with regard to a TRUMPF maintenance mission: 客户为确保保养任务进行需要进行以下工作:

- Cleaning of the system (including the suction system) prior to the start of the maintenance mission so that the maintenance work is not delayed by cleaning work. Cleaning work is not part of the scope of services of a service agreement. 在保养任务开始前对系统(包括吸尘排气系统)进行清洁, 以便保养工作不会因清洁工作而延迟。清洁工作不属于服务协议的服务范围。

- Unrestricted accessibility of the system for TRUMPF service employees. It is particularly important that the maintenance mission is not impeded by materials stored in the vicinity of the machine. 通快服务人员可自由访问系统; 注意存放在机器区域材料不能影响保养工作。

- Provide support staff and auxiliary materials as required. 根据保养需要提供支持人员和辅助材料。

2.3.4. Maintenance does not include repair services. This work must be contracted and scheduled separately. 保养不包括维修服务。这项工作必须单独签订合同并安排。

2.3.5. The number of maintenance operations within the term of the service agreement depends on the machine type. The number of maintenance operations per year included in this service agreement are listed on the relevant sales order confirmation. 机器的保养次数取决于机器类型。本服务协议中包含的每年保养操作次数列在相关销售订单确认单上。

2.3.6. The customer will receive a TRUMPF maintenance sticker for the relevant machine as proof that manufacturer maintenance has been performed. 客户将收到相关机器的通快保养标签, 作为保养已完成的证明。

2.3.7. Attachment parts such as a suction system, process cooler, conveyor belt or extinguisher system may be installed. These require specialist engineers and tools for maintenance. The proper functioning of the attachments can only be ensured by maintenance carried out by the manufacturer. During TRUMPF maintenance, only a visual inspection of the attached components is carried out. Our service engineer will inform you of any anomalies. 对于可能在设备上已



Contractual Conditions of Service Agreements 服务协议合同条款

安装吸尘排气系统、冷却/或空调系统、传送带或灭火器系统等附属组件需要通过其制造商的专业工程师和工具进行维护。只有其制造商进行保养才能确保附属组件的正常工作。在通快保养期间，仅对附属组件进行目视检查。我们的服务工程师会通知您任何异常情况。

3. Performance service components 尊享服务协议选项内容

3.1. The Performance service agreements comprise the following service components: 尊享服务协议包括以下服务组成部分:

- all service components of the Maintenance service agreement; 保养服务协议的所有服务组成部分;
- service missions for repairs; 维修服务任务;
- optimum accessibility, fast response and deployment time; and 最佳可达性、快速响应和任务调度时间; 和
- Service parts and transparent operating costs (see Annex 2 for exceptions) 维修服务备件和明晰的运营成本 (见附件2的例外情况)

3.2. Scope of services of Service missions for repairs 维修服务的服务范围:

TRUMPF will remedy malfunctions on the affected machine (including malfunctions of the CNC control) at no additional cost as follows: 通快将免费修复受影响机器上的故障 (包括CNC控制器的故障), 具体如下:

- 3.2.1. Service missions that are required to eliminate faults are included in the scope of services and paid for through the Performance service flat rate on working days. 包含了消除故障所需的工作日的服务任务, 并通过尊享服务统一费率支付。
- 3.2.2. Fault elimination on the CNC control is carried out by the control manufacturer or TRUMPF. Service missions by the control manufacturer are always coordinated and contracted by TRUMPF. Service missions ordered directly by the customer are not covered by the service agreements. 数控控制的故障排除由控制制造商或通快执行。控制制造商的服务任务始终由通快协调并签订合同。服务协议不包括客户直接订购的服务任务。

3.2.3. In order to eliminate the fault as quickly as possible, an attempt is always made to locate the fault by telephone or by remote service or tele-service and to rectify it with the customer's assistance. An on-site service mission will only be carried out if all previous measures have failed to eliminate the fault. 为了尽快消除故障, 都将先通过电话、或远程服务来定位故障, 并在客户的帮助下进行纠正。只有在之前的所有措施都未能消除故障的情况下, 才会执行现场服务任务。

3.2.4. Fault elimination requires the use of original TRUMPF spare parts and consumables. If third-party parts used have caused a malfunction in the machine, the customer will be billed for the costs incurred to rectify the malfunction at the current billing rates for TRUMPF services. 故障排除的前提需要客户使用原装通快备件和耗材。如果使用的第三方零件导致机器出现故障, 则将按照通快服务的当前计费率向客户收取维修故障所产生的费用。

3.2.5. Machine malfunctions caused by force majeure (fire, earthquake, flood, strike, etc.), accidents, improper operation or maintenance by the customer or third parties are not included in the scope of services. 由于不可抗力 (火灾、地震、洪水、罢工等)、事故、客户或第三方的不当操作或保养导致的机器故障不包括在服务范围内。

3.3. Scope of services of Optimum accessibility, fast response and deployment time 最佳可达性、快速响应和任务调度时间的服务范围

If the malfunction is reported before 14:00 on a working day, the service will normally be provided by no later than 14:00 on the following working day. If the malfunction is reported after 14:00 on working days, the service will normally be provided by no later than 08:00 on the next but one working day. Saturdays are not considered working days. 如果故障在工作日14:00之前报告, 服务通常将在下一个工作日的14:00之前提供。如果在工作日14:00后报告故障, 通常不迟于下一个工作日的工作日08:00提供服务。星期六/星期日/法定节假日不被视为工作日。

3.4. Scope of services of Service parts: 维修服务备件的服务范围:

Service parts are single parts or assemblies intended to replace damaged single parts or

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assemblies of a higher-level unit in order to maintain or restore the original function of the said unit. 维修零件是指单个零件或组件，用于更换损坏的单个零件或更高级别单元的组件，以维护或恢复所述单元的原始功能。

TRUMPF will provide service parts required for fault elimination at no additional cost as follows: 通快将免费提供故障排除所需的维修服务备件，具体如下：

- 3.4.1. All service parts that are required to eliminate faults are included in the scope of services and paid for through the Performance service flat rate (see Annex 2 for exceptions). However, TRUMPF will be entitled to bill separately for service parts that have to be replaced due to failure to observe the operator's manual. 消除故障所需的所有维修服务备件均包含在服务范围内，并通过尊享服务统一费率支付（请见附件2例外情况）。但是，TRUMPF有权对因未遵守操作手册而必须更换的维修服务备件单独收费。
- 3.4.2. Parts that are not required or need to be replaced are or become the property of TRUMPF. TRUMPF will usually arrange for them to be collected free of charge. If the customer does not facilitate collection of parts that need to be replaced or are not required, TRUMPF will be entitled to bill for these parts. 被更换的旧件或不需要的备件属于通快的财产。通快通常会免费回收。如果客户无法退回被更换的旧件或不需要的备件，通快将就这些旧件/备件向客户收取费用。
- 3.4.3. If parts that need to be replaced or are not required are shipped by the customer by agreement with TRUMPF, TRUMPF will bear the costs for normal shipping. The customer will bear the cost of any other shipping methods (for example, courier service). 如果客户在与通快协商一致后寄出被更换的旧件或不需要的备件，通快应承担标准运输费用；客户应承担其他运输类型（例如快递服务）的费用。
- 3.4.4. Long-life consumables and standard consumables are excluded from these regulations. Wear parts and consumables are parts which, owing to their technical properties and place of use, will have to be replaced in the foreseeable future. The exempted wear parts and consumables are listed in Annex 2 of the Special Conditions for Service Agreements. 维修备件不包括长寿命消

耗品和标准消耗品。易损件和消耗品是指由于其技术特性和使用地点，在可预见的未来必须更换的零件。服务协议专用条款附件2中列出了豁免的易损件和耗材。Service components of options 服务协议的选项内容

4. Remote Extension 24/7 option 24*7全天候远程支持与热线服务的选项

The Remote Extension 24/7 option can be combined with all packages. 24*7全天候远程支持与热线服务的选项可与所有类型服务协议组合使用。

4.1. Scope of services of Remote Extension 24/7": 远程支持与热线扩展全天候服务范围":

- 4.1.1. You will also have access to the following services on Monday to Friday from 18:00 to 07:30 and on weekends, with the exception of these holidays: New Year's Day, Spring Festival, Tomb Sweeping Day, Dragon Boat Festival, Labor Day, Mid Autumn Festival, and National Day: 您可以在周一至周五19:00至07:00以及周末使用以下服务，但下列法定假期除外：元旦、春节、清明、端午、劳动节、中秋和国庆节，具体法定假期值班安排请咨询通快激光售后团队。

- Error correction by telephone 电话故障排查
- Online remote diagnostics (depending on product) 在线远程诊断（取决于产品）

4.2. Conditions of Remote Extension 24/7 全天候远程支持和热线服务扩展的条件

4.2.1. The agreement applies to the contractual objects specified in more detail in the contract. 本协议适用于合同中更详细规定的合同目标。

4.2.2. The availability of the Technical Service (In-house Service) by telephone is guaranteed during normal working hours and service standby hours. The service standby time applies around the clock on all days, outside normal working hours. The terms of this agreement apply to all times outside of normal working hours. 在正常工作时间和服务待机时间，通过电话提供技术服务是有保障的。除正常工作时间外，服务待机时间全天24小时适用。本协议的条款适用于正常工作时间以外的所有时间。

4.2.3. TRUMPF will ensure that qualified personnel can be reached by telephone outside normal working hours. The company's staff are able to

provide telephone support for all laser problems. This excludes questions about: 通快将确保在正常工作时间以外可以通过电话联系到合格人员。该公司的员工能够为所有激光问题提供电话支持。这排除了以下问题:

- Optical, electrical, control and cooling components on machines with TRUMPF lasers, and other products that are not part of TRUMPF's scope of delivery. 配备在通快激光器上的光学、电气、控制和冷却组件, 以及不属于通快交付范围的其他产品。
- Price information, quotes for materials and/or personnel services 价格信息、材料和/或人员服务报价

4.2.4. Upon conclusion of the agreement, the customer will be notified of a separate telephone number on which to contact Technical Service outside normal working hours. During normal working hours, the main telephone numbers for Technical Service apply. 一旦达成协议, 客户将收到一个单独的电话号码, 以便在正常工作时间以外联系技术服务。在正常工作时间内, 技术服务热线仍为联系电话号码使用。

4.2.5. The services of this agreement are provided solely by telephone. Service missions by on-call personnel are not covered. Service missions performed by service engineers during the service standby times are also not subject to the Remote Extension 24/7. If a service mission is required, this will be billed separately. 本协议的服务仅通过电话提供。随叫随到人员的服务任务不包括在内。服务工程师在服务待机期间执行的服务任务也不受远程扩展的限制。如果需要安排服务任务需要额外进行计费。

4.2.6. Customer requirements

The following Course Package for TruLaser Cell 5030/7000/8030 products is mandatory for at least one employee from each maintenance shift and/or at least one employee from each machine operator shift prior to signing the Remote Extension 24/7 contract:

TruLaser Cell 5030/7000/8030产品的以下课程包是在签署远程扩展24/7合同之前, 每个维护班的至少一名员工和/或每个机器操作班的至少1名员工必须参加的:

- TruLaser Cell Basic Course (2.5 days) TruLaser Cell机器基础课程 (2.5天)
- TruLaser Cell Operator Course (5 days) TruLaser Cell机器操作员课程 (5天)
- Recommended: Advanced Maintenance Course for TruFlow (5 days) / TruDisk (4 days) 推荐: TruFlow高级维护课程 (5天) /TruDisk (4天)

The following Course Package for the TruLaser 1100 product is mandatory for at least one employee from each maintenance shift and/or at least one employee from each machine operator shift prior to signing the Remote Extension 24/7 contract: TruLaser 1100产品客户在签署24*7全天候远程支持与热线服务之前, 需要在维保班组配备至少有一名员工和/或每个机器操作员班至少有1名员工必须参加TruLaser 1100产品的以下课程包:

- Operator and Programming Course TruLaser Cell (3 days) 操作员和编程课程TruLaser Cell (3天)
- Advanced Maintenance Course for TruFlow (5 days) / TruDisk (4 days) TruFlow高级维护课程 (5天) /TruDisk (4天)
- Operator and Programming Course for SeamLine (2 days) or SeamLine Pro (2 days) SeamLine操作员和编程课程 (2天) 或 SeamLine Pro (2天)

The following Course Package for the TruFlow product is mandatory for at least one employee from each maintenance shift and/or at least one employee from each machine operator shift prior to signing the Remote Extension 24/7 contract: TruFlow机器客户产品在签署24*7全天候远程支持与热线服务之前, 需要在维保班组配备至少有一名员工和/或每个机器操作员班至少有1名员工必须参加以下TruFlow产品课程包:

- Advanced Maintenance Course for TruFlow (5 days) TruFlow高级维护课程 (5天)

4.2.7. We recommend storing a spare parts kit on site. The scope of this package should be agreed with Technical Service. 我们建议客户在现场存放一套备件。该备件包的范围应与技术服务部门达成一致。



4.2.8. Compliance with the maintenance intervals set by Technical Service is a requirement for the conclusion of the Remote Extension 24/7 contract. Additionally, the maintenance (one-off maintenance or contractual maintenance) must be carried out by Technical Service. 遵守通快技术服务部门设定的保养间隔是达成远程扩展24/7合同的一项要求。此外，维修（一次性维修或合同维修）必须由通快技术服务部门进行。

4.2.9. The customer must ensure that the technical requirements (Section 1.5.3) are met to enable a VPN connection for remote dial-up to the machine (remote support). 客户必须确保满足技术要求（第III.5.4节），以便启用VPN连接以远程拨号到机器（远程支持）。

4.2.10. For successful error correction, the caller must be able to communicate information about technical issues confidently in Chinese. 为了成功纠错，客户必须能够用中文交流有关技术问题的信息。

4.2.11. A connection to Condition Monitoring is recommended. 建议连接到状态监测。

5. Express Reaction option 快速反应的选项

The Express Reaction option can be combined with all packages. 快速反应的服务选项可与所有类型服务协议组合使用。

5.1. The Express Reaction option includes the following services for the machine listed on [page 1](#) of this agreement: 快速反应选项包括本协议第1页所列机器的以下服务：

- Shorter hotline response time 缩短热线的响应时间
- Shorter repair response time 缩短现场维修的响应时间

5.2. Scope of services of Shorter hotline response time 缩短热线响应时间的服务范围

5.2.1. Saturdays /Sundays and Legal holidays are not considered working days. 星期六/星期日/法定节假日不视为工作日。

5.3. Scope of services of Shorter repair response time 缩短维修响应时间的服务范围

5.3.1. If the malfunction is reported before 14:00 on a working day, the service will normally be provided by no later than 14:00 on the following

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电话：+86 (0) 512 5328 7752 传真：+86 (0) 512 5328 7751

working day. 如果机器故障在工作日14:00之前热线报修，服务通常将在下一个工作日的14:00之前提供。

5.3.2. If the malfunction is reported after 14:00 on working days, the service will normally be provided by no later than 08:00 on the next but one working day. 如果在工作日14:00后报告故障，通常不迟于下一个工作日的工作日08:00提供服务。

5.3.3. Saturdays /Sundays and Legal holidays are not considered working days. 星期六/星期日/法定节假日不视为工作日。

6. Maintenance Parts option 保养耗材包的选项

The Maintenance Parts option can be combined with the Maintenance or Performance packages. “保养备件包”选项可以与“保养”或“尊享”服务协议组合使用。

6.1. Scope of services of Maintenance parts 保养耗材包的服务范围

6.1.1. The consumables used in maintenance are part of the option. These are included in the price of the option and are not billed separately. 用于保养的耗材是选项的一部分。这些都包含在协议的价格中，不单独计费。

6.1.2. The maintenance parts required for maintenance are shipped free of charge. The same applies to the return of the replaced maintenance parts. 保养所需的保养耗材免费发货。这同样适用于更换的保养备件的退货。

6.1.3. No spare parts are included in the Maintenance Parts option. Billing of spare parts exchanged after consultation with the Customer occurs upon presentation of proof. 保养耗材包选项中不包含任何备件。与客户协商后更改的备件的账单在出示证明后进行。

6.1.4. Maintenance parts are all consumables, which will not have the same warranty period as service parts. The customer needs to conduct goods acceptance and confirmation as soon as the goods arrive. 耗材包内皆为消耗品，不含同维保服务备件相同的质保期。客户需要在到货第一时间进行货物验收与确认。

7. Weekend Maintenance option 周末保养的选项

TRUMPF (China) Co., Ltd.

No. 68, East Nanjing Road, Taicang 215400, Jiangsu Province. P.R. CHINA
Phone: +86 (0) 512 5328 7752 Fax: +86 (0) 512 5328 7751



The Weekend Maintenance option can be combined with the Maintenance or Performance packages. 周末保养选项可以与保养或尊享服务协议相结合。

7.1. The Weekend Maintenance option includes the following services for the machine listed on [page 1](#) of this agreement: 周末保养选项包括本协议第1页所列机器的以下服务:

- Saturday/Sunday Maintenance 周六/周日保养

7.2. Scope of service of **Saturday/Sunday Maintenance** 周六/周日维护的服务范围

7.2.1. Scheduled maintenance by a qualified TRUMPF service engineer will be performed on a Saturday/Sunday. 合格的通快服务工程师将在周六/周日进行定期保养

8. Team Maintenance option 团队保养的选项

The Team Maintenance option can be combined with the Maintenance or Performance packages. 团队保养的服务选项可与“保养”或“尊享”服务协议组合使用。

8.1. Scope of service of **Team Maintenance** 团队保养服务范围

8.1.1. Two qualified TRUMPF service engineers perform maintenance on your machine or laser at the same time to reduce maintenance time. 两名合格的通快服务工程师同时对您的机器或激光器进行保养, 以减少维护时间。

8.2. The availability of the Team Maintenance option depends on the machine type. 团队保养选项的可选性取决于机器类型。

9. Service Bonus option 服务奖金的选项

The Service Bonus option can be combined with the Maintenance or Performance packages. “服务奖金”选项可以与“保养”或“尊享”服务协议组合使用。

9.1. The Service Bonus option includes the following services for the machine listed on [page 1](#) of this agreement: 服务奖金选项包括本协议第1页所列机器的以下服务:

- Discount on the hourly service rate 维修服务小时费率折扣

9.2. Scope of service of **Discount on the hourly service rate** 维修服务小时费率折扣的服务范围

9.2.1. A discount of 10% of the current price list will be applied to all repair services and service missions carried out on the machine listed on [page 1](#) of this agreement. Alternatively: a reduced hourly service rate will apply in accordance with the current TRUMPF service price list 对本协议第1页所列机器进行的所有维修服务和服务任务将享受当前通快维修服务小时费率表价10%的折扣。

9.2.2. The discount is only applied to repair services and service missions carried out by TRUMPF service engineer or by partner companies contracted by TRUMPF. 折扣仅适用于通快服务工程师或通快签约的合作公司执行的维修服务和服务任务。

9.2.3. If another discount agreement already exists, the discounts are not aggregated. The highest agreed discount will be applied. 如果已经存在另一个折扣协议, 则不汇总折扣。将采用约定的最高折扣。

10. On-site flat rate option 维修服务年费率(工作日)的选项

The on-site flat rate option can be combined with the Maintenance or Performance packages. 维修服务年费率(工作日)选项可以与“保养”或“尊享”服务协议组合使用。

10.1. Scope of service of the **On-site flat rate** 维修服务年费率(工作日)的服务范围

10.1.1. The working time and travel expenses for service missions are included in this flat rate on working days. 在工作日的服务任务的工作时间和差旅费包括在这一年费率内。

11. Third-party component maintenance option 第三方组件保养选项

The third-party component maintenance option can be combined with the Maintenance or Performance packages. 第三方组件保养选项可以与“保养”或“尊享”服务协议组合使用。

11.1. The third-party component maintenance option includes the following services for the machine listed on [page 1](#) of this agreement: 第三方



组件保养选项包括本协议第1页所列机器的以下服务：

- Optional: Regular maintenance according to maintenance checklist on the process cooler
可选：根据冷却机/或空调上的保养检查表进行定期维护
- Optional: Regular maintenance according to maintenance checklist on the conveyor belt/scrap conveyor
可选：根据输送带/废料输送机的保养检查表进行定期维护
- Optional: Regular maintenance according to maintenance checklist on the suction system
可选：根据除尘/排气系统的保养检查表进行定期维护

11.2. Scope of service of **Third-party component maintenance** 第三方组件保养的服务范围

11.2.1. It is possible that a third-party suction system, process cooler or conveyor belt are installed on the machine listed on [page 1](#). TRUMPF provides maintenance of these third-party components. The scope of maintenance to be performed on third-party components is specified in the TRUMPF maintenance checklist. It is a component of every service agreement. 第1页列出的机器上可能安装了第三方除尘/排气系统、冷却/或空调系统或传送带。通快提供这些第三方组件的保养。通快保养检查表中规定了对第三方组件执行的保养范围。它是每个服务协议的组成部分

11.2.2. When concluding the service agreement, the customer may choose whether to have third-party component maintenance performed on all or just some of the third-party components provided. Maintenance is performed only on the selected third-party components. 在签订服务协议时，客户可以选择是否对所提供的全部或部分第三方组件进行第三方保养。仅对选定的第三方组件进行保养。

11.2.3. If the customer decides against maintenance of the third-party components or opts for only some of the maintenance offered for third-party components, TRUMPF will only perform a visual inspection of the third-party components that are not part of the service agreement. Our service engineer will inform you of any anomalies. 如果客户决定不保养第三方组件或只选择为第三方组件进行部分保养，通快将只对不属于服务协议一

部分的第三方组件进行目视检查。我们的服务工程师会通知您任何异常情况。

11.2.4. Maintenance of third-party components is performed once a year, even if the machine maintenance is more frequent. Maintenance of the third-party components is carried out with the machine maintenance according to the conditions listed in 2.2. 第三方组件的保养每年进行一次，即使机器保养更频繁。第三方组件的保养是根据第2.2节中列出的条件与机器保养一起进行的。

11.2.5. [Sections 2.3.2, 2.3.3 and 2.3.4](#) apply analogously to the performance of maintenance on third-party components. 第2.2.3、2.2.4和2.2.5节同样适用于第三方组件的保养

11.2.6. Maintenance of third-party components does not include repair services. This work must be contracted and scheduled separately. 第三方组件的保养不包括维修服务。这项工作必须单独签订合同并安排。

11.2.7. No service parts are included in the third-party component maintenance option. Billing of service parts exchanged after consultation with the Customer occurs upon presentation of proof. 第三方组件保养选项中不包含任何维修服务备件。需要更换的备件，在同客户的商议与提供证明后进行计费。

12. **Weekend Availability Flatrate option** 周末维修服务年保费率的选项

The weekend availability flatrate option can be combined with the Maintenance or Performance packages. 周末维修服务年保费率的选项可以与“保养”或“尊享”服务协议组合使用。

12.1. The weekend availability flatrate option includes the following services for the machine listed on [page 1](#) of this agreement: 周末维修服务年保费率的选项包括本协议第1页所列机器的以下服务：

- Possibility to execute the repair service on a weekend 可以在周末执行维修服务

12.2. Scope of **Possibility to execute the repair service on a weekend** 周末执行维修服务的时间范围



12.2.1. The service mission can be carried out on Saturdays or Sundays within normal working hours (08:30 to 17:00). 服务任务可在周六或周日正常工作时间 (08:30至17:00) 内执行。

12.2.2. Possible surcharges that may apply on weekends are included in the scope of this option. 在周末适用的维修服务加班费用包含在本操作的范围内。

12.2.3. An appropriate preparation for the service mission, including ensuring the availability of any service parts that may be required on the day of the service call, is necessary to carry out the service at the weekend. 为了在周末进行服务, 有必要为服务任务做好适当的准备, 包括确保在服务呼叫当天可能需要的任何维修服务备件的可利用性。

12.2.4. TRUMPF service employees must have unrestricted access to the machine for the duration of the service mission; the machine is not available for production work during this time. In the event that the TRUMPF service engineer has to wait due to lack of preparation on the part of the customer, TRUMPF reserves the right to charge an additional fee for the waiting time. 通快服务工程师在服务任务期间必须能够不受限制地使用机器; 这段时间机器无法进行生产工作。如果通快服务工程师因客户缺乏准备而不得等待, 通快保留对等待时间收取额外费用的权利

12.2.5. Fault elimination requires the use of original TRUMPF spare parts and consumables. If third-party parts used have caused a malfunction in the machine, the customer will be billed for the costs incurred to rectify the malfunction at the current billing rates for TRUMPF services. 故障解决需要使用原装通快备件和耗材。如果由使用的第三方零件导致机器出现故障, 则将按照通快服务的当前表价费率向客户收取维修故障所产生的费用。

12.2.6. Machine malfunctions caused by force majeure (fire, earthquake, flood, strike, etc.), accidents, improper operation or maintenance by the customer or third parties are not included in the scope of services. 由不可抗力 (火灾、地震、洪水、罢工等)、事故、客户或第三方的不当操作或维护引起的机器故障不包括在服务范围内。

13. Condition Monitoring option 设备状态数据监控的选项

The following sections apply to the systems and devices from TRUMPF laser technology. 以下部分适用于通快激光技术的系统和设备。

The Condition Monitoring option can be combined with all packages, or purchased individually. 状态数据监控的选项可以与所有服务协议组合使用, 也可以单独购买。

13.1. The Condition Monitoring option includes the following services for the machine listed on page 1 of this agreement: 状态监控选项包括本协议第1页所列机器的以下服务:

- Remote monitoring of machine and laser 机器和激光器的远程监控
- Condition Reports 条件报告

13.2. Scope of service of **Remote monitoring of machine and laser** 机器和激光器远程监控的服务范围

13.2.1. Condition Monitoring involves monitoring of the machine and laser by algorithms and TRUMPF experts. This allows unplanned machine downtimes to be detected early and system availability to be increased. In addition, the planning and preparation of service missions can be optimized, and the frequency and costs of these missions can be reduced. 状态数据监控包括通过算法和通快专家对机器和激光器进行监测。这允许及早发现计划外的机器停机时间, 并提高机器设备的可用性。此外, 可以优化服务任务的规划和准备, 并可以减少这些任务的频率和成本。

13.3. Scope of services of **Condition Reports** 设备状态报告的服务范围

13.3.1. The Condition Report contains a detailed overview of the condition of all machine components and an overview of weekly machine events and usage. This report can be used as a basis for working out separate optimization measures. 设备状态报告包含所有机器组件状况的详细概述, 以及每周机器事件和使用情况的概述。该报告可作为制定单独优化措施的基础。

13.3.2. The Condition Report is provided four times a year with the Condition Monitoring option. 客户可



以在状态监控的选项下，选择每年提供四次状态报告。

13.3.3. With each Condition Report there is a one-hour telephone clarification included. 每份状况报告都包含一个小时的电话状态分析。

13.4. Condition Monitoring terms 状态监控条款

13.4.1. Detailed information on system requirements and network configurations can be viewed on the following link: www.trumpf.com/s/TCadLT 有关系统要求和网络配置的详细信息，请访问以下链接：www.trumpf.com/TCadLT

13.4.2. Detailed information on data protection can be viewed on the following link: www.trumpf.com/s/TCadLT 有关数据保护的详细信息，请访问以下链接：www.trumpf.com/TCadLT

13.4.3. This requires permanent data transmission from the machine to TRUMPF at the specified intervals. 这要以指定的间隔从机器到通快的永久数据传输。

14. Smart View Services option 智能可视化工厂服务的选项

The Smart View Services option can be combined with all packages, or purchased individually. 智能可视化工厂的选项可以与所有服务协议组合使用，也可以单独购买。

14.1. Scope of service of Smart View Services 智能可视化工厂服务的服务范围

14.1.1. The scope of service includes the right to use the Smart View Services license. 服务范围包括使用智能可视化工厂服务的许可证。

14.2. Smart View Services 智能可视化工厂服务条款

14.2.1. Detailed information on system requirements and network configurations can be viewed on the following link: www.trumpf.com/s/TCadLT 有关系统要求和网络配置的详细信息，请访问以下链接：www.trumpf.com/TCadLT

14.2.2. Detailed information on data protection can be viewed on the following link: www.trumpf.com/s/TCadLT 有关数据保护的详细信息，请访问以下链接：www.trumpf.com/TCadLT

14.2.3. This requires permanent data transmission from the machine to TRUMPF at the specified intervals. 这要以指定的时间间隔从机器到通快稳定持久的数据传输。

15. Industry 4.0 Starter Package option 工业4.0智能工厂入门套餐的选项

The Industry 4.0 Starter Package option can be combined with all packages, or purchased individually. 工业4.0智能工厂入门套餐选项可以与所有类型的服务协议组合使用，也可以单独购买。

15.1. The Industry 4.0 Starter Package option includes the following services for the machine listed on page 1 of this agreement: 工业4.0智能工厂入门套餐选项包括本协议第1页所列机器的以下服务：

- Production Report 生产报告
- Condition Monitoring 设备状态监控
- Condition Report 设备状态报告

15.2. Scope of service of Production Report 生产报告的服务范围

15.2.1. The Production Report contains an overview of machine utilization and program runs, along with a comprehensive display of the causes of errors during downtime. 生产报告包含机器利用率和程序运行的概述，以及停机期间设备故障原因的全面显示。

15.2.2. The Production Report is provided daily as part of the Industry 4.0 Starter Package option. 生产报告作为工业4.0入门套餐选项的一部分每天提供。

15.3. Scope of services of Condition Monitoring 设备状态监控的服务范围

15.3.1. Condition Monitoring involves monitoring of the machine and laser by algorithms and TRUMPF experts. This allows unplanned machine downtimes to be detected early and system availability to be increased. In addition, the planning and preparation of service missions can be optimized, and the frequency and costs of these missions can be reduced. 状态监控包括通过算法和通快专家对机器和激光器进行监控。尽早发现计划外的机器停机时间，并提高系统可



用性。此外，可以优化服务任务的规划和准备，并可以减少这些维修任务的频率和成本。

15.4. Scope of services of **Condition Report** 设备状态报告的服务范围

15.4.1. The Condition Report contains a detailed overview of the state of all machine components and an overview of weekly machine events and usage. This report can be used as a basis for working out separate optimization measures. 状态报告包含所有机器部件状态的详细概述，以及每周机器事件和使用情况的概述。该报告可作为制定单独优化措施的基础。

15.4.2. The Condition Report is provided weekly as part of the Industry 4.0 Starter Package option. 设备状况报告作为工业4.0入门套餐选项的一部分，将会每周提供。

15.5. **Industry 4.0 Starter Package** terms 工业4.0智能工厂入门套餐条款

15.5.1. Detailed information on system requirements and network configurations can be viewed on the following www.trumpf.com/s/TCadLT 有关系统要求和网络配置的详细信息，请访问以下网站：www.trumpf.com//TCadLT

15.5.2. Detailed information on data protection can be viewed on the following link: www.trumpf.com/s/TCadLT 有关数据保护的详细信息，请访问以下链接：www.trumpf.com//TCadLT

15.5.3. This requires permanent data transmission from the machine to TRUMPF at the specified intervals. 这需要以指定的时间间隔从机器到通快稳定持久的数据传输。

C) **Costs and payment** 成本和付款

The costs for the respective scope of services, including any accompanying costs (such as travel, food or accommodation costs for TRUMPF service employees), are covered by the flat rate agreed in the service agreement. 各服务范围的费用，包括任何随服务而产生的费用（如通快服务员工的差旅、餐饮或住宿费用），由服务协议中约定的统一费率支付。

The flat rates for the Remote, Maintenance and Site Flat Rate service agreements are billed annually. 远

程服务、维保服务和维修服务年保的统一费率按每年计费。

The Performance service agreement is invoiced at the start of a billing period as a lump sum for the entire term of the service agreement. The flat rates for any extensions of the Performance service agreement are billed annually. 尊享服务协议在计费期开始时开具发票，作为服务协议整个期限的一次性付款。尊享服务协议中任何维修服务年保费率的延期按每年计费。

Unless otherwise agreed, all invoices issued by TRUMPF are payable by the customer within 14 days net of receipt, with no deductions, to the account specified by TRUMPF. The date on which the payment is credited to TRUMPF's account is decisive for the timeliness of the payment. If the customer is in default of payment of at least one invoice for a period of at least [...], TRUMPF is entitled to refuse further performance of its contractual obligations. 除非另有约定，否则通快开具的所有发票应由客户在收到后14天内支付，不扣除通快服务协议中规定的金额。付款记入通快账户的日期对付款的及时性具有决定性意义。如果客户在收到发票后45天内未支付至少一张发票，通快有权拒绝进一步履行其合同义务。

D) **Contract duration and price adjustment** 合同期限和价格调整

The service agreements have a limited term of between 12 and 60 months (basic term), which is specified in the main body of the service agreement. The term begins no earlier than with the acceptance of the machine in question at the customer's premises. 服务协议的有限期限为12至60个月（基本期限），具体见服务协议正文。该条款的开始时间不得早于客户所在地的机器验收。

At the end of the term, the respective service agreements are automatically renewed for one year if they are not canceled in writing four weeks before the end of the term. 在期限结束时，如果在期限结束前四周未以书面形式取消，则相应的服务协议将自动续签一年。

In order to reflect rising costs, TRUMPF is entitled to adjust the annual flat rate by up to 5% with effect from a new contractual year. The adjustment only takes effect if the customer has been notified in

writing at least eight weeks prior to the start of the relevant contractual year, with reference to the option of ordinary termination. The basic term of a service agreement is excluded from the price adjustment. 为了应对成本的上升，通快有权从新的合同年度起将年度统一费率调整至多5%。并需要在相关合同年度开始前至少八周以书面形式通知客户的情况下，价格调整才会生效。价格调整不包括服务协议的基本条款。

TRUMPF reserves the right to terminate the service agreement without notice at the end of the current contractual year if the equipment in question is discontinued by TRUMPF's Technical Service. 如果通快的技术服务部门停止使用设备，通快保留在当前合同年度结束时终止服务协议的权利，恕不另行通知。

E) Liability 责任

Under no circumstances shall TRUMPF be liable to Customer for any loss of revenue or profits, loss of business, loss of opportunity, loss of use or production (including plant downtime and delays), loss of or damage to feed, raw materials or product, contractual damages or penalties payable to third parties, punitive damages, product recall costs, in each case whether direct or indirect, or otherwise for any indirect or consequential loss or damage incurred by Customer. The aggregate liability of TRUMPF under each service agreement shall be limited to an amount equal to the service price received by TRUMPF under such service agreement. 在任何情况下，通快不对客户遭受的任何收益或利润损失、业务损失、机会损失、使用或生产损失（包括工厂停工和延误）、原料、原材料或产品的毁损灭失、应向第三方支付合同索赔和、罚金、任何惩罚性赔偿、产品召回费用（以上各类损失均无论系直接或间接损失）或其它任何间接或结果从属性损失承担责任。通快在每一服务协议项下承担的各项责任累计不超过通快依照该服务协议实际所收到的服务费。

F) Force majeure 不可抗力

Events of force majeure (like fire, ice, storms, extreme weather, earthquake, pandemic, epidemic, strike, war, closing of borders, etc.) which significantly impede or render impossible obligations from this agreement, will entitle TRUMPF to postpone

fulfillment for the duration of the hindrance or interruption as well as for a reasonable start-up period. Force majeure will be deemed to be strike, lock-out and similar circumstances which directly or indirectly affect TRUMPF. 如果出现不可抗力事件（如火灾、冰雹、风暴、极端天气、地震、大流行病、传染病、罢工、战争、边境关闭等）显著阻碍或使本协议规定的义务无法履行，通快将有权推迟履行，推迟的时长等于阻碍或中断的时间以及合理的启动时间。直接或间接影响通快的罢工、停工和类似情况等都属于不可抗力。

G) Final provisions

Amendments and supplements to the agreement (including this provision) must be explicitly identified as such and must be made in written form. 对协议（包括本条款）的修改和补充必须以书面形式明确作出。

If part of provisions are invalid, this will not affect the other provisions. Both parties undertake to replace the invalid provisions with provisions that come as close as possible to the purpose of this agreement.

若本条款的部分内容无效，其他条款不受影响。双方承诺以尽可能接近本协议目的的条款取代无效条款。

The Agreement (including the quotation terms, Terms and Conditions) is made in both Chinese and English. Chinese Version shall take priority. 协议（含报价条款、条款及条件），以中英文书就。中文版本具有优先的法律效力。

Exclusive place of jurisdiction is the competent court in the location of TRUMPF. 通快所在地的有管辖权的法院为专属管辖。

The law of the People's Republic of China shall apply exclusively. 中华人民共和国法律应排他适用。

H) Machine data 机器数据

In the course of providing services, TRUMPF collects non-personal data from machine tools, systems, lasers and laser systems. This is usage-independent data such as licensing data and software series status as well as usage-dependent data such as operating status, maintenance data and

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diagnostics data. The data may include confidential customer information, for example geometries, NC programs or other confidential details. 在提供服务的过程中，通快从机床、系统、激光器和激光系统中收集非个人数据。这是与使用无关的数据，例如许可数据和软件系列状态，以及与使用相关的数据，如操作状态、维护数据和诊断数据。该数据可以包括保密的客户信息，例如Geometrys、NC程序或其他保密细节。

This data is processed and stored by TRUMPF for the provision of the service and for the purpose of general product development and improvement. Confidential customer information will only be used for the provision of the service. Confidential customer information will not be used for any other purpose. 通快对这些数据进行处理和存储，用于提供服务以及一般产品开发和改进。保密的客户信息仅用于提供服务。保密的客户信息不会用于任何其他目的。