

FARO
SOFTCHECK
TOOL **X**

VERSION 1.0
AUGUST 2006



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Chapter 1: SoftCheck Tool Manager

Introduction

FARO's SoftCheck Tool X Manager, Version 1.0, is a CAD-based metrology software package used exclusively in FARO's Control Station. This guide is for the SoftCheck Tool Operator, and the Administrator who will manage the SoftCheck Tools created specifically for your company.

Getting Started

Assemble the hardware components according to the reference sheets that came in each of the containers. The following list contains the Control Station hardware components. Depending on your options, you have the following:

- Tripod or Surface Mount Plate
- FaroArm®
- Control Station Computer
- Printer

What is New

The following sections describe new functions and commands that have been added to SoftCheck Tool X Manager, as well as the enhancements made to the existing SoftCheck Tool X Manager commands.

Tool Kits

- The Tool Kits has been removed.

Using the SoftCheck Tool Manager Keyboard

The FARO Control Station is a touch-screen computer system. An on-screen keyboard is part of the SoftCheck Tool X Manager and is required for entering information into the program or SoftCheck Tools. See Figure 1-1, “SoftCheck Tool X Manager Keyboard.”

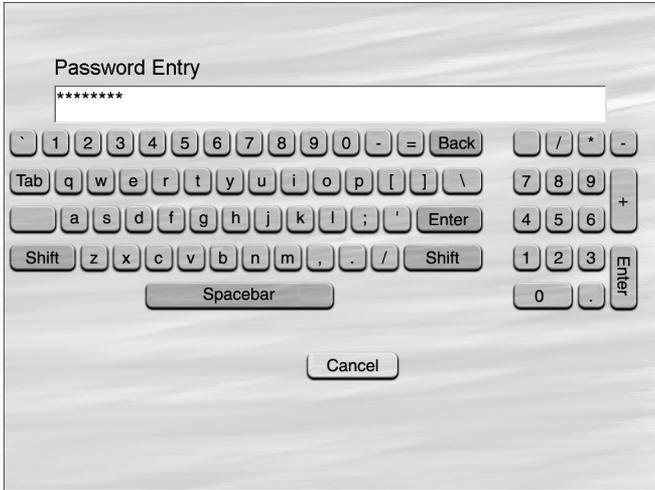


Figure 1-1 SoftCheck Tool X Manager Keyboard

In SoftCheck Tool X Manager, there is a **KEYBOARD** button  to the right of every edit box. Touch this button to enter the SoftCheck Tool X Manager Keyboard.

Adding text using the Keyboard

- Touch each key to add that letter to the text box.
- The **BACK** button moves you back a space in the text box.
- Touching the **SPACEBAR** button moves you forward in the text box.
- The **SHIFT** buttons switches to upper- or lower-case letters and displays the characters typically found on a computer keyboard.
- Touching the **ENTER** button accepts your entry and returns you to the edit box where you can select another field.

- Touching the CANCEL button closes the keypad and returns you to the edit box without saving your entry in that particular field.

Editing text using the Keyboard

- Touch the BACK button to erase any existing characters.
- The SHIFT buttons switches to upper- or lower-case letters and displays the characters typically found on a computer keyboard.
- Touching the ENTER button accepts your entry and returns you to the edit box where you can select another field.
- Touching the CANCEL button closes the keypad and returns you to the edit box without saving your entry in that particular field.

Opening Screen

The SoftCheck Tool X Manager automatically loads when power is applied to the Control Station. On the opening screen an operator and administrator can log in or out, create passwords, or access public tools. *See Figure 1-2, "SoftCheck Tool Manager Opening Screen."* The ADMINISTRATOR button opens the Administrator screen where all operator and system preferences can be managed.



Figure 1-2 SoftCheck Tool Manager Opening Screen

Operator Login

You may be required to login to the system to run SoftCheck Tools. If you already know your password, just login to the system. Touch the OPERATOR LOGIN button to view the Operator Login Screen. See Figure 1-3, “Operator Login Screen.”

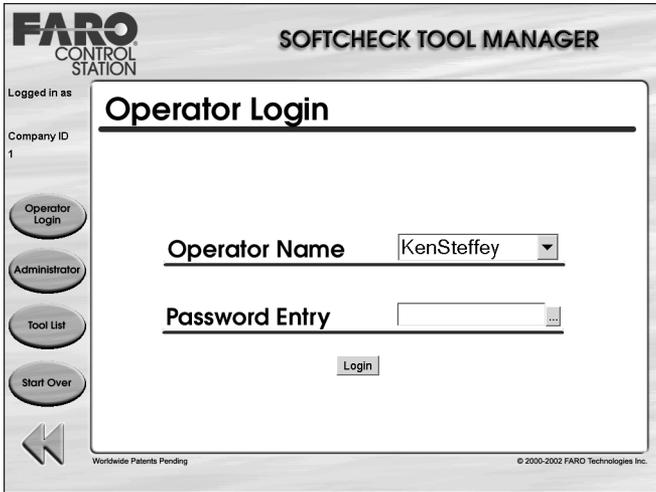


Figure 1-3 Operator Login Screen

- 1 Choose your Operator Name from the Operator Name drop-down window.
- 2 Touch the KEYBOARD button to the right of the PASSWORD ENTRY edit window.
- 3 Touch each letter of your password on the keyboard and touch the Enter key to continue. See “Using the SoftCheck Tool Manager Keyboard” on page 2.

NOTE: Password characters will appear as asterisks.

After you log in to the system, you will see the Tool List. See “Tool List” on page 6.

New Operator

If your user name exists in the system, but you do not know your password, touch the NEW OPERATOR button to view the New Operator Login Screen. See Figure 1-4, “New Operator Login Screen.”

Figure 1-4 New Operator Login Screen

- 1 Choose your Operator Name from the Operator Name drop-down window.
- 2 Touch the KEYBOARD button to the right of the PASSWORD ENTRY edit window.
- 3 Touch each letter of your password on the keyboard and touch the Enter key to continue. See “Using the SoffCheck Tool Manager Keyboard” on page 2.
- 4 Touch the KEYBOARD button to the right of the CONFIRM PASSWORD edit window.
- 5 Touch each letter of your password on the keyboard and touch the Enter key to continue. See “Using the SoffCheck Tool Manager Keyboard” on page 2.

NOTE: Password characters will appear as asterisks.

After you log in to the system, you will see the Tool List. See “Tool List” on page 6.

Log Off Operator

Touch the LOG OFF OPERATOR button to clear the current operator.

System Off

Touch the SYSTEM OFF button to exit SoftCheck Tool X Manager and shut down the computer.

NOTE: This button starts the Windows shut down command. Choose Shut Down in the pull-down window of the SHUT DOWN WINDOWS dialog box and touch OK. You *cannot* exit the SoftCheck Tool X Manager program.

Tool List

Touch the GO - TOOL LIST button to view the TOOL LIST Screen. See Figure 1-5, "Tool List Screen."

- Touch the NAMES button to see a detailed list of the SoftCheck Tools. Touch the PICTURES button to return to the large picture list.

Touch any SoftCheck Tool to use it.



Figure 1-5 Tool List Screen

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Folders allow SoftCheck Tools to be organized on the Control Station. Touch a folder to display the Tools in that folder. Touch the FOLDER

UP button  to return to the base folder.

Access to some Tools may be limited to certain operators at the discretion of the administrator, while other Tools can be opened from the Public Tool List.

NOTE: The administrator is the *only one* authorized to load SoftCheck Tools into the Control Station, archive Tools for future use, and delete them from the system.

Chapter 2: SoftCheck Tool Manager Administrator

Administrator Responsibilities

An administrator or a FARO Application Engineer (AE) is responsible for creating and managing accounts for all operators using SoftCheck Tools. Access to some Tools may be limited to certain operators at the discretion of the administrator, while other Tools can be opened from the Public Tool List (GO button). The administrator is the *only one* authorized to load Tools into the Control Station, archive Tools for future use, and delete them from the system.

Administrator Accounts

An administrator account must be created the very first time power is applied to the Control Station. To create the account.

- 1 Touch the ADMINISTRATOR button on the Opening Screen. Since an account has not previously been created, a message prompts you to add an administrator account so you can access to the Administrator screen. See Figure 2-1, "Initial Administrator Login Screen." Touch OK on the message.

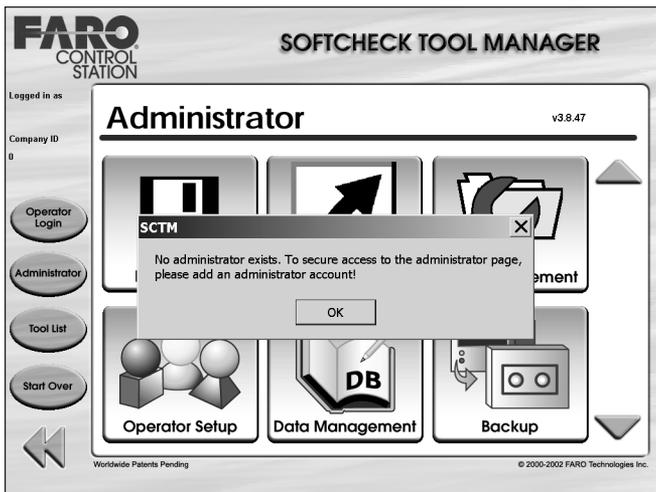


Figure 2-1 Initial Administrator Login Screen

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- 2 On the Administrator screen, touch the OPERATOR SETUP button, and then touch the ADD button on Operator Setup screen. This opens the User Manager screen.
- 3 In the USER TYPE edit window, touch the dropdown arrow, and touch the word "Administrator." Set the Status field to Active.
- 4 There is a KEYBOARD button  to the right of every edit box. Touching that button opens the SoftCheck Tool X Manager Keyboard for creating passwords and login names. See "Adding text using the Keyboard" on page 2.
- 5 To create your administrator account, enter your Login Name, First Name, Last Name, and Password. Reenter your password for confirmation. Click the ENTER button after completing each field. See Figure 2-2, "SoftCheck Tool X Manager Keyboard."

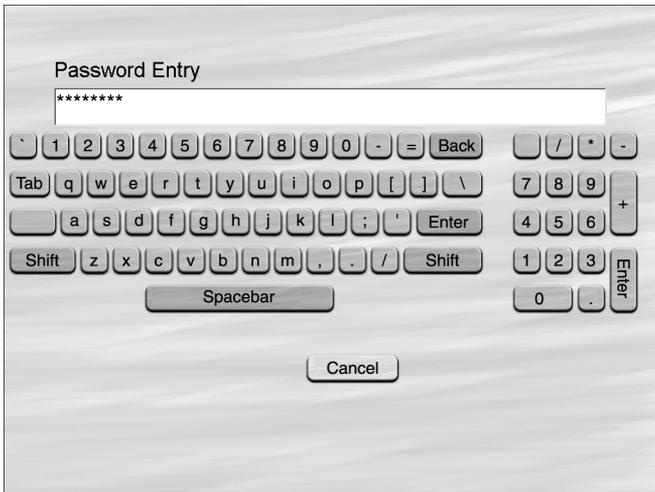


Figure 2-2 SoftCheck Tool X Manager Keyboard

- 6 Touch OK to open the Administrator screen when you are finished. See Figure 2-3, "Adding an Administrator Login Name and Password."

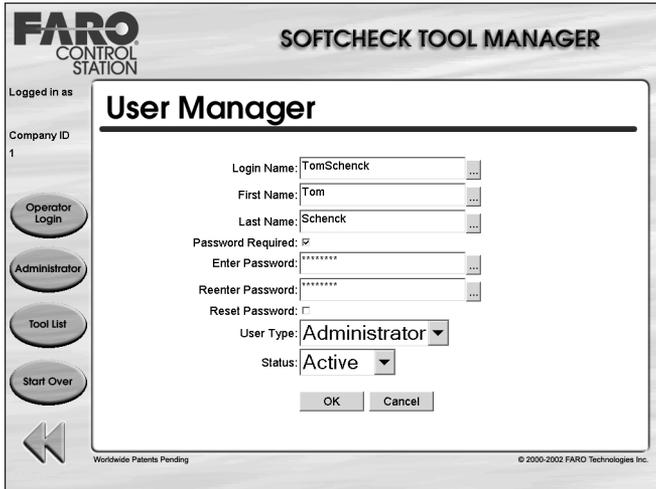


Figure 2-3 Adding an Administrator Login Name and Password

- 7 On the Administrator Login screen, touch the Administrator Name dropdown arrow and touch your Login Name. See Figure 2-4, "Administrator Login Screen."



Figure 2-4 Administrator Login Screen

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- 8 Open the keypad and type your password. See “Adding text using the Keyboard” on page 2.
- NOTE:** Password characters will appear as asterisks.
- 9 Touch the ENTER button on the keypad and then the LOGIN button on the Administrator Login screen.
 - 10 The Administrator screen displays all of your administrator options. See Figure 2-5, “Administrator Options Screen.”



Figure 2-5 Administrator Options Screen

- 11 Adding users to the system is just as easy, except that you choose Operator instead of Administrator in the USER TYPE drop-down window. See “Operator Names” on page 29.

Chapter 3: Administrator Options

Administrator Screen

Touching the Preferences, Shortcuts, Tool Management, Operator Setup, Data Management, and Backup buttons lead you to the options that manage the system defaults, the system administration, and operator access to the SoftCheck Tools and Tool Kits. See Figure 3-1, "Administrator Screen."



Figure 3-1 Administrator Screen

Preferences

From the PREFERENCES button you can set the System Options, and Paths.

There are preferences for the Softcheck Tools. See "Tool Management" on page 24. There are also preferences for operators on your system. See "Operator Setup" on page 29.

System Options

Changes to system options apply to all operators using the Control Station. To change an option, touch the SYSTEM OPTIONS button.

- Default Tool List Mode - System changes determine how the list of tools is displayed on the screen.
- Show Tool List - if you allow operator's to manually change how they view the list.
- Opening Screen - if the Opening Screen is displayed on startup.
- Login - whether any or all operators are required to log in to the system.

Default Tool List Mode

SoftCheck Tools can be displayed on a large button with the picture of the part and part name, or as a list of part names with a small picture, part name, revision number, and revision date. See Figure 3-2, "Selecting a Default Tool List."

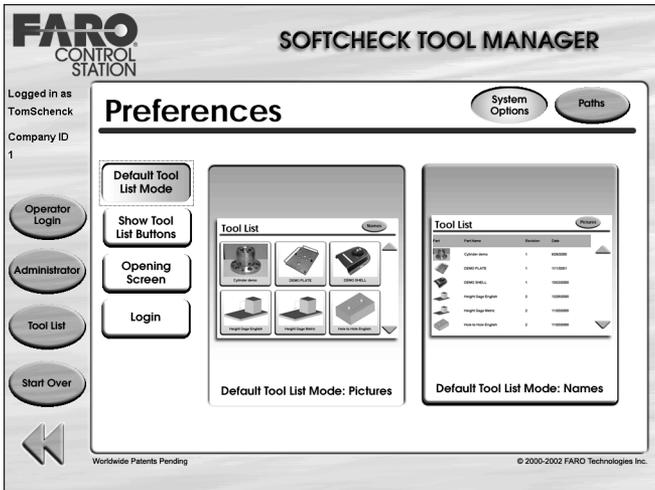


Figure 3-2 Selecting a Default Tool List

Show Tool List

- SHOW TOOL LIST BUTTONS allows you to display or hide the TOOL LIST button, which is in the upper, right-hand corner of the Tool List. See Figure 3-3, "Show Tool List Buttons."

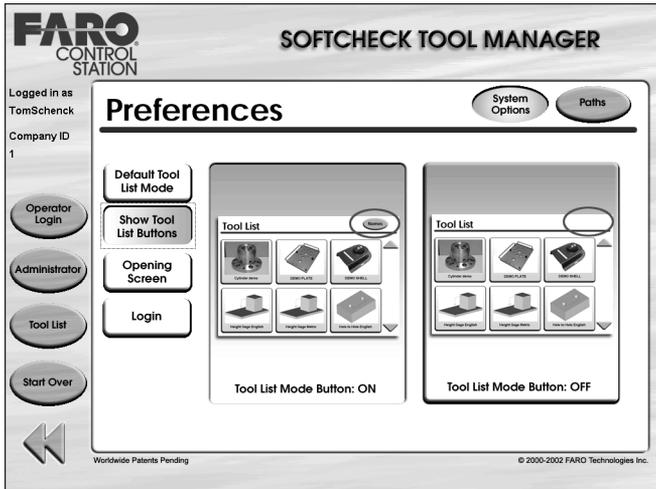


Figure 3-3 Show Tool List Buttons

- Pressing the TOOL LIST BUTTON MODE: OFF option does not allow operators to manually switch the view.
- Pressing the TOOL LIST BUTTON MODE: ON option allows an operator to switch between the graphical or name view.

Opening Screen

The OPENING SCREEN button turns the Opening screen on or off. See Figure 3-4, “Selecting the Opening Screen.”

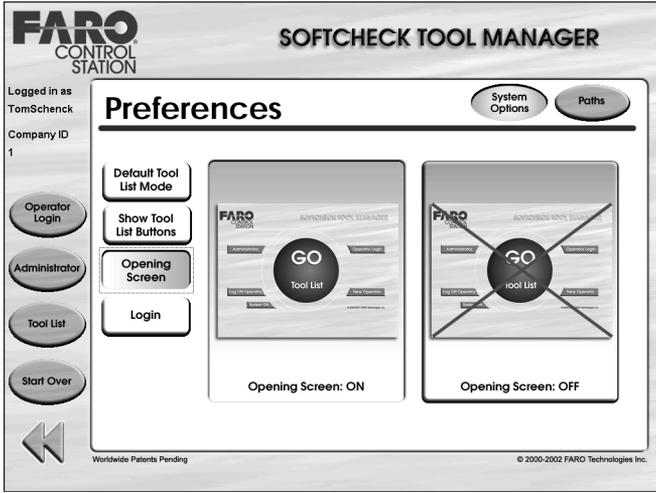


Figure 3-4 Selecting the Opening Screen

- The OPEN SCREEN BUTTON: ON option displays the Opening screen on startup.
- The OPEN SCREEN BUTTON: OFF option bypasses the Opening Screen and takes a user directly to the Operator Login screen.

NOTE: If the Opening screen is off the Administrator should touch the blue ADMINISTRATOR button to log in to the system.

Login

The Login settings determine whether an operator is required to log in to the system. The Login and the Opening screens function together, and selecting different Login options results in different Opening screens. See Figure 3-5, “Selecting the Default Operator Login Requirement.”

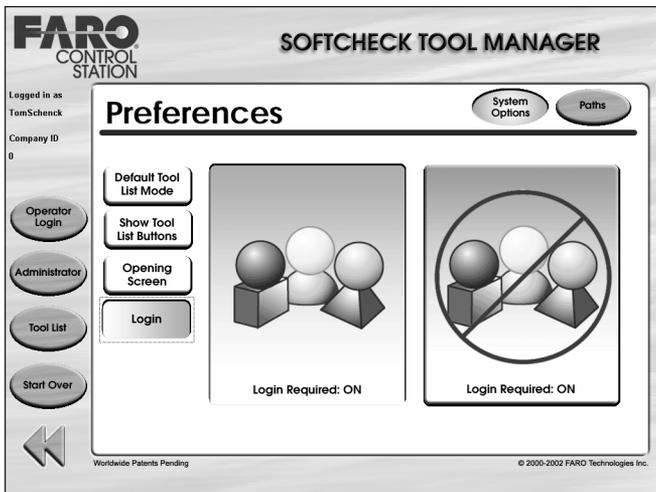


Figure 3-5 Selecting the Default Operator Login Requirement

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- The Opening screen opens when the Login Required button is ON and the Opening Screen button is ON. See Figure 3-6, “Starting SCTM - Opening Screen On and Login Required On.” From here, an operator must login to open tools only they can access and the Public Tool List (GO button).

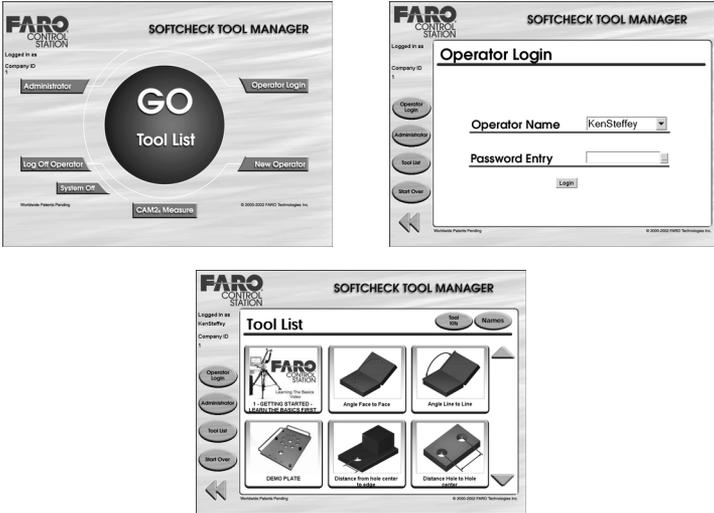


Figure 3-6 Starting SCTM - Opening Screen On and Login Required On

- When the LOGIN REQUIRED button is ON and the OPENING SCREEN button is OFF, the Operator Login screen displays, requiring ALL operators to enter their login name. A Tool List screen opens with the tools the administrator has made available to that operator. If an operator is only allowed access to the Public Tool List (GO button), then only those tools are displayed in the operator's tool list. See Figure 3-7, "Starting SCTM - Opening Screen Off and Login Required On."



Figure 3-7 Starting SCTM - Opening Screen Off and Login Required On

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- The Opening screen opens when the LOGIN REQUIRED button is OFF and the OPENING SCREEN button is ON. From the Opening screen, an operator can open the public tool using the GO button, or log in using the LOGIN button to open those tools an administrator assigned to that operator. See Figure 3-8, “Starting SCTM - Opening Screen On and Login Required Off.”

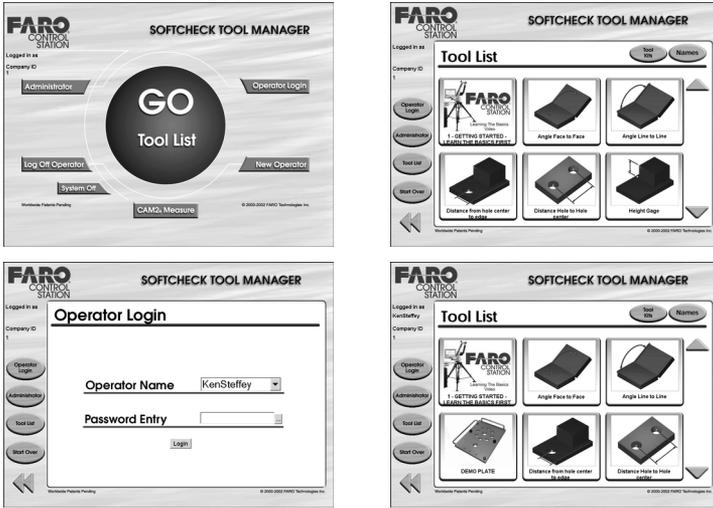


Figure 3-8 Starting SCTM - Opening Screen On and Login Required Off

- The Public Tool List (GO button) opens when the LOGIN REQUIRED button is OFF and the OPENING SCREEN button is OFF. If an operator must open specific tools assigned by the administrator, they must touch the LOGIN button on the left-hand side of the screen. See Figure 3-9, “Starting SCTM - Opening Screen Off and Login Required Off.”



Figure 3-9 Starting SCTM - Opening Screen Off and Login Required Off

Paths

From the Paths button you set the current directory paths that the SoftCheck Tool X Manager program uses. See Figure 3-10, "Paths Screen."

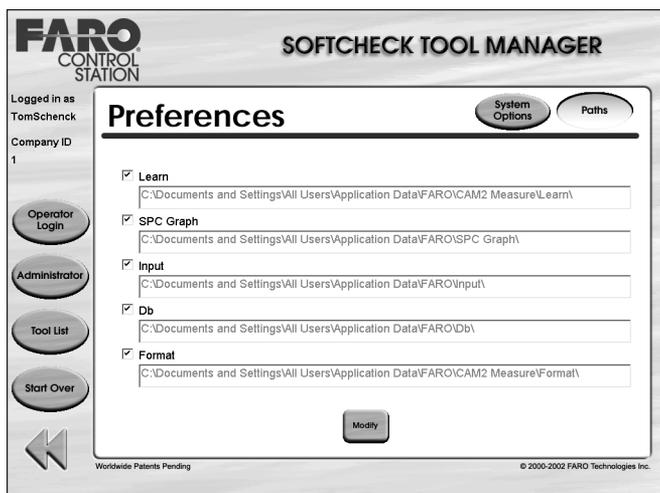


Figure 3-10 Paths Screen

- Touch the MODIFY button and choose a directory path in the BROWSE FOR FOLDER dialog box. Touch OK to Continue. Touch Yes or No to copy the current directories and folders to the new location.
 - Yes - all of you current files and directories copy into the new location.
 - No - just the directories copy into the new location.

OR

- Touch each check box to deselect all of the paths, except one. Touch the MODIFY button and choose a directory path in the BROWSE FOR FOLDER dialog box. Touch OK to Continue. Touch Yes or No to copy the current directories and folders to the new location.
 - Yes - all of you current files copy into the new location.
 - No - nothing copies into the new location.

When you choose more than one path to modify, then the new location folder is a “root” folder and directories copy into that folder. However, when you only select one folder, then only the current files are copied into the new location folder.

Networking Control Stations

Use the first method to connect multiple control stations to a single network file server directory folder.

Shortcuts

You can use a few shortcuts to quickly access System Off, SPC Graph, Notepad, Windows Explorer, and SoftCheck Tool Site. See Figure 3-11, “Shortcuts Screen.”

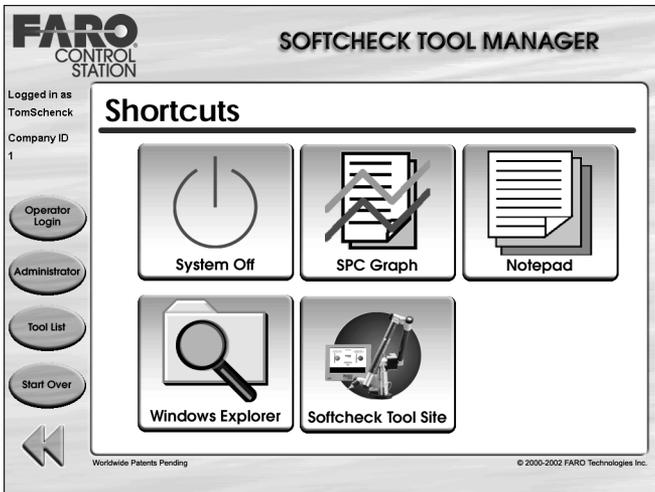


Figure 3-11 Shortcuts Screen

System Off

The SYSTEM OFF button automatically closes down the SoftCheck Tool Manager and starts the Windows Shut Down command.

- Choose Shut Down from the drop-down window in the WINDOWS SHUT DOWN dialog box.
- Touch OK to power off to the Control Station.

SPC Graph

Touching the SPC GRAPH button opens FARO's graphical reporting application - SPC Graph. In SPC Graph, you can see the measurement data for measured parts. This data can be graphically displayed as charts or tables and printed. Refer to the enclosed *CAM2 SPC Graph User Manual* for instructions on running CAM2 SPC Graph.

Notepad

Touching the NOTEPAD button opens the Window's Notepad text editor program.

Windows Explorer

Touching this button opens Windows Explorer so you can browse the system for needed files.

SoftCheck Tool Site

This shortcut connects you to FARO's SoftCheck Tool web site. On the web site you can order additional SoftCheck Tools, upload new part data to the SoftCheck Tool Design Center, update existing tools, and download new or updated tools.

The first time you order a SoftCheck Tool through the site, touch the NEW USER button and register for a password. If you are already registered touch the LOGIN button.

NOTE: The Control Station computer must be connected to the Internet to access the FARO SoftCheck Tool web site.

Tool Management

The TOOL MANAGEMENT screen allows the administrator to add and delete folders, delete tools, browse for tools (.cab file) on all system drives, or download tools from FARO's SoftCheck Tool web site. See Figure 3-12, "Tool Management Screen."

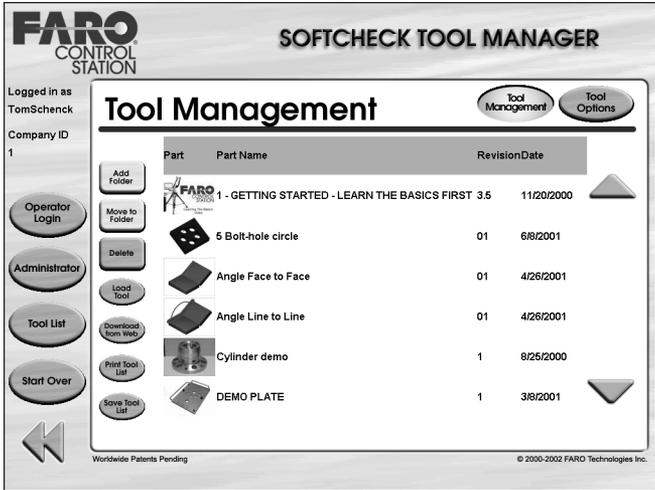


Figure 3-12 Tool Management Screen

- To delete a tool, touch the picture of the tool to highlight it and touch the DELETE button.
- Touching the LOAD TOOL button browses all the system drives for SoftCheck Tool (.cab) files. This includes the USB adapter drive and the web site, if your system is mapped to that site.
 - 1 After the search is complete, a Tool List screen opens that displays a list of all the files found. Multiple tools can be selected by touching the pictures of the tools, which highlights them.
 - 2 Touch the ADD button. The tools load directly into the system and are immediately displayed on the Tool Management screen.
- If no SoftCheck Tool (.cab) files are found, use the File Open window to browse to another directory to select a tool (.cab) file. Tools can only be loaded one at a time.

NOTE: If you receive a USB memory card, which has your SoftCheck Tool files, and an adapter drive, insert the adapter drive into any USB port on the Control Station. Place the USB memory card into the adapter drive, and press the LOAD TOOL button.

- Touching the DOWNLOAD FROM WEB button launches the FARO SoftCheck Tool web site, which is your link to the FARO Design Team. From here you can download and upload tools directly to a Control Station, and place orders tools for additional tools.

NOTE: The Control Station computer must be connected to the Internet to access the SoftCheck Tool web site.

- Touch the PRINT TOOL LIST button to print a list of the tools.
- Touch the SAVE TOOL LIST button to save a list of the tools.

SoftCheck Tool Folders

- To add a folder to the system, touch the ADD FOLDER button. Enter a name for the folder using the SoftCheck Tool X Manager Keyboard. See *“Adding text using the Keyboard” on page 2.*
- To move a tool to a folder, touch the picture of the tool to highlight it and touch the MOVE TO FOLDER button. Choose the correct folder and touch OK to move the tool.

Tool Options

From the TOOL OPTIONS button you archives tools, puts a tool on the Public Tool List (GO button), or requires an operator to log in to access a tool, determines if serial numbers should be assigned to measured parts, and whether it should be automatically numbered. *See Figure 3-13, "Tool Option Button."*

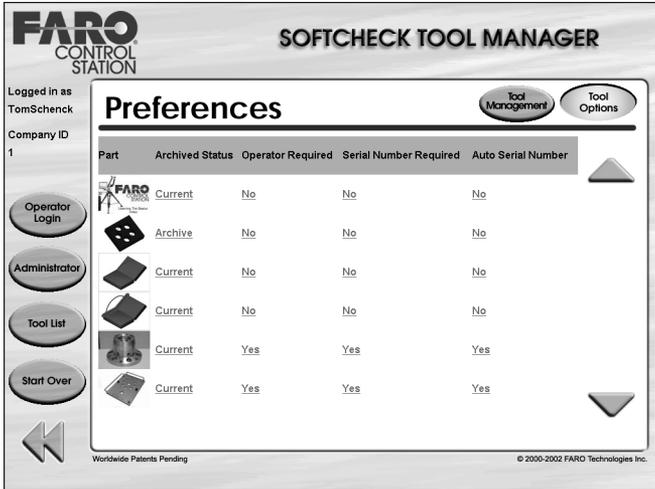


Figure 3-13 Tool Option Button

Archived Status

This column archives tool(s) not currently needed or brings back tool(s) that have been archived. Touch the Archive Status and set "Current" or "Archive" next to each part to change this option.

Login Name Required

The OPERATOR REQUIRED column determines which tools are in the Public Tool List (GO button), and which tools require an operator to log in to their personal Tool List. Selecting "NO" places the tool in the Public Tool List (GO button) where all operators can open it. Selecting "YES" require all operators to log into the system. Only those tools the administrator has made available to the operator is displayed in the Tool List. *See "Tool Access" on page 34.*

NOTE: An administrator may also require that operators enter a password when they log in. *See "Adding an Operator" on page 29.*

Serial Number Required

If you want each part to have a serial number after it is measured, select "YES" in the Serial Number Required column. Select "NO" if a serial number is not required.

Auto Serial Number

Select "YES" in the Auto Serial Number column to automatically assign serial numbers to each measured part, in consecutive order. On the next screen, touch the Auto Serial Number check box to place a check mark in the box. See Figure 3-14, "Serial Number Entry."

- There is a KEYBOARD button  to the right of every edit box. Touching that button opens the SoftCheck Tool X Manager Keyboard for editing the text. See "Editing text using the Keyboard" on page 3.
- You may change the first two default characters (SN), in the Part Serial Pattern field to an unlimited amount of letters, and also add an unlimited amount of letters after the placeholder digits.



Figure 3-14 Serial Number Entry

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- The number of placeholder digits (####) can be adjusted depending how many parts you estimate that you might measure. An example of Serial Numbers would be a set that begins at 0001 and include numbers 0026, 0355, 4358, etc., all the way to 9999. These represent the four pound sign (####) placeholders. So, if you know that you will be measuring more than 10,000 parts, or less than 1000 parts, you add or remove a pound (#) sign placeholder to represent that fifth or third digit.
- The Next Serial Number field is where you change the starting serial number for your sequence of numbers. For example, if you have four placeholder signs and you want your sequence to start at 3001, enter 3001 in this field. If you want your sequence to start at 0001, enter the number 1 or 0001 in this field.

When you are finished setting your parameters, touch the UPDATE button to refresh the screen. Your changes are displayed the Next Part Serial field. Then, touch OK to exit the Serial Number Entry screen and return to the Preferences, Tool Options screen.

Operator Setup

From the OPERATOR SETUP button you can set Operator Names, Operator Options, and Tool Access. *See Figure 3-15, “Operator Setup Screen.”*

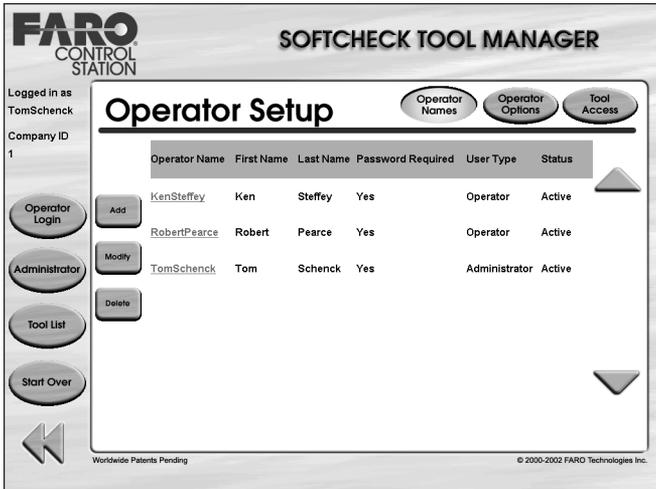


Figure 3-15 Operator Setup Screen

Use the screen to add new operators, delete operators, modify existing accounts, create passwords, and assign specific SoftCheck Tools to each operator.

Operator Names

From the OPERATOR NAMES button you can modify existing accounts and add new operators. Touch the arrows to scroll up and down on the list.

Adding an Operator

- 1 Touch the ADD button on the Operator Setup screen to open the User Manager screen and add a new operator account. *See Figure 3-16, “Adding an Account.”*

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- 2 In the USER TYPE edit window, touch the dropdown arrow, and then touch the word "Operator." Set the status to Active.
- 3 There is a KEYBOARD button  to the right of every edit box. Touching that button opens the SoftCheck Tool X Manager Keyboard for creating passwords and login names. See "Adding text using the Keyboard" on page 2.
- 4 Enter the operator's Login Name, First Name, Last Name, and Password by touching the appropriate letter or number on the keypad. Reenter the password for confirmation.
- 5 Placing a check mark in the Password Required: field, requires the operator to enter a password to open specific tools. All operators have access to the tools in the Public Tool List (GO button).
- 6 A check mark in the Password Required: box and the Reset Password: box allows the new operator to create their own password from the New Operator Login screen and is used when an operator forgets their password.

NOTE: Using the Reset Password check mark when creating a new operator allows the operator to enter their password without any assistance from the administrator. This means that the administrator does not know the operator's password.

- 7 Click the UPDATE button each time to accept the information
- It is not a requirement for an operator to have a password. So, when there is no check mark in the Password Required check box an operator only has to enter a login name to access the tools.

The screenshot displays the 'User Manager' interface within the 'SOFTCHECK TOOL MANAGER' application. On the left, a sidebar shows the user is logged in as 'TomSchenck' with 'Company ID 1'. Below this are buttons for 'Operator Login', 'Administrator', 'Tool List', and 'Start Over'. The main window contains a form with the following fields: 'Login Name', 'First Name', and 'Last Name' (each with a search icon); 'Password Required' (checked checkbox); 'Enter Password' and 'Reenter Password' (each with a search icon); 'Resel Password' (unchecked checkbox); 'User Type' (dropdown menu set to 'Operator'); and 'Status' (dropdown menu set to 'Active'). 'OK' and 'Cancel' buttons are located at the bottom of the form. The footer includes 'Worktrade Patents Pending' and '© 2000-2002 FARO Technologies Inc.'

Figure 3-16 Adding an Account

Modifying Existing Accounts

The MODIFY button opens the User Manager page where you can add or change an operator's password, login name or status. All fields may be edited. See Figure 3-17, "Modifying an Account."

- 1 Touch a name to highlight it, then touch the MODIFY button. Open the keypad by touching the button to the right of each field.
- 2 Type the new information by touching the alphanumeric characters. Touch the UPDATE button to accept the change.
 - To turn a password on or off or change it, touch the check boxes next to each field. A check mark in the field activates the password or allows you to change an existing password.
 - Touching the User Type dropdown arrow creates you or operator account. From the status field, you can move an existing operator or administrator to the active or inactive list.
 - Changing a status to Inactive archives the account and removes the Login name from the Login page, but does not remove the account from the system. The administrator can always reactivate the account by changing the status.

- 3 Touch OK on the User Manager page to accept all the edits.

NOTE: It is possible to set all users and administrators to Inactive. As a standard security practice, make sure there is *always* one active administrator, or anybody will be able to create an administrator account and access the full system.



Figure 3-17 Modifying an Account

Deleting Existing Accounts

- Touch a name to highlight it, then touch the DELETE button.

Operator Options

The administrator decides how each user views their Tool List Screen, and selects the view from the OPERATOR OPTIONS button. See *Figure 3-18, "Operator Options Button."* To select a mode, touch the dropdown arrow next to each users last name and make a selection.

- The PICTURE mode shows the picture and name of the tools on a large button.
- The NAME mode displays tools in a list format, along with the revision number and revision date of the tool.
- The USE SYSTEM PREFERENCE mode is the system default that the administrator sets. See *"Default Tool List Mode"* on page 14.

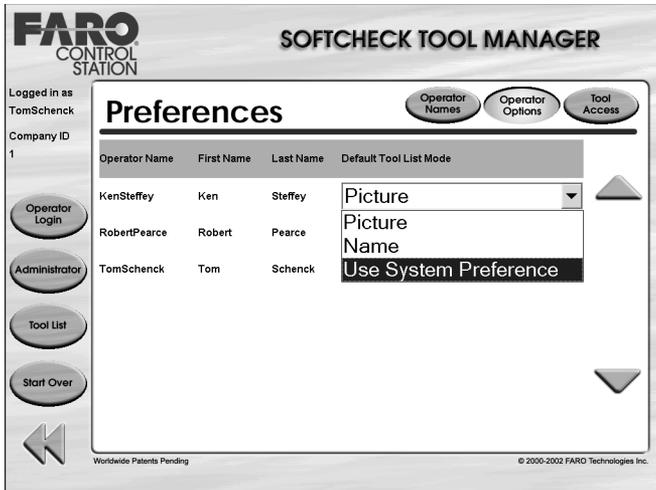


Figure 3-18 Operator Options Button

Tool Access

The TOOL ACCESS button on the Operator Setup screen displays the names of all active and inactive operators and administrators, as well as all the tools selected that require an operator. See Figure 3-19, “Assigning an Operator Access to Tools.” This list does not include public tools, which are available to all operators from the GO button on the Opening screen. See “Tool Options” on page 26.

To give an operator access to certain tools, first touch the operator’s login name on the left side of the screen, then touch the picture of the tool on the right side of the screen. When the tool is highlighted, it is assigned to that operator.

To remove tool access from an assigned operator, touch the operator’s login name to highlight it, then touch the picture of the tool on the right side of the screen. When the highlight is removed from the selected tool, it is no longer assigned to the selected operator.

NOTE: Touching the arrows scrolls the list up and down.

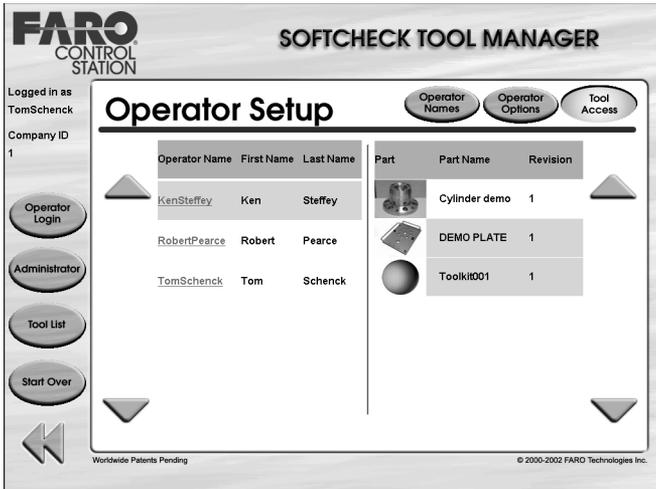


Figure 3-19 Assigning an Operator Access to Tools

Data Management

The Data Management screen allows the administrator to archive, delete, import and export measured data of a part. *See Figure 3-20, "Data Management Screen."*

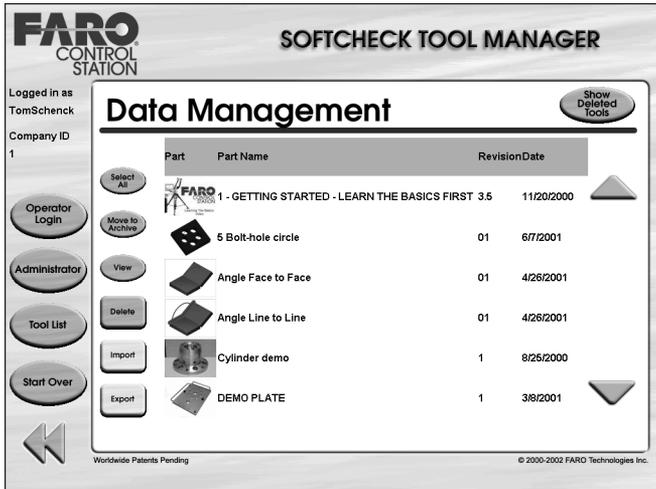


Figure 3-20 Data Management Screen

- Touch a name to highlight it, or touch the SELECT ALL button to select all of the names in the list.
- Touch the VIEW button to view the individual serial numbers of the parts. *See Figure 3-21, "Individual Serial Numbers of a Part."*
NOTE: Any data printed to a printer is not available for viewing.
- Touch the MOVE TO ARCHIVE button to send the part data to the archive.
- Touch the DELETE button to delete the part data.
- Touch the IMPORT button and choose an exported data file (*.std). Data from this file is added to your system.

NOTE: To view the imported data, the SoftCheck Tool(s) that created the data must be installed.

- Touch the EXPORT button and choose a directory to export the part data to a file (*.std).

NOTE: The file name is automatically created using the date and time.

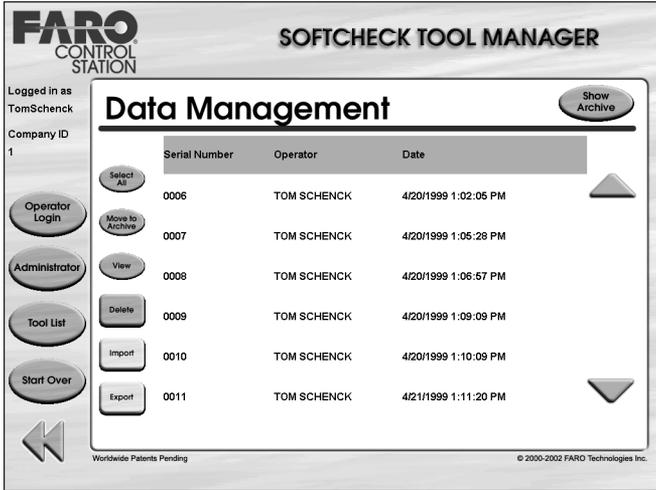


Figure 3-21 Individual Serial Numbers of a Part

- Touch the VIEW button to view the report for the selected serial number.

NOTE: If multiple serial numbers are selected, only first serial number is displayed.

Show Archive

The SHOW ARCHIVE button on the Data Management screen displays the part data that is currently in the archive. See Figure 3-22, "Data Archive Screen."

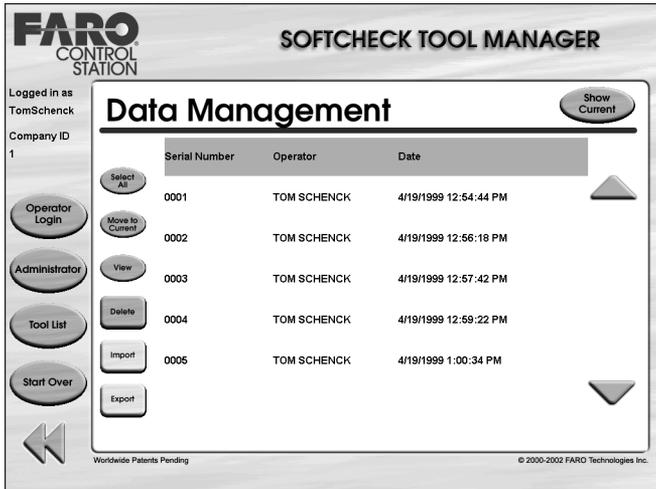


Figure 3-22 Data Archive Screen

- Touch a name to highlight it, or touch the SELECT ALL button to select all of the names in the list.
- Touch the MOVE TO CURRENT button to send the part data to the current list.

Backup

The Backup screen allows the administrator to backup, or store, your SoftCheck Tools and the part data to a file. From this screen an administrator can Backup Immediately, Schedule a Backup, or Restore the System. See Figure 3-23, “Backup Screen.”

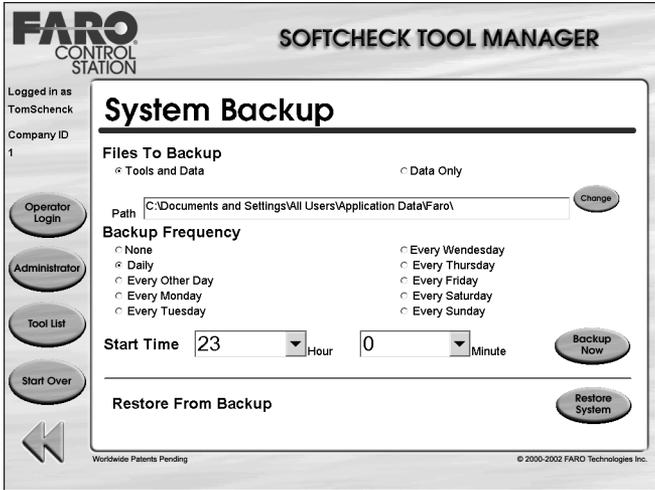


Figure 3-23 Backup Screen

Backup your tools and data often so that you can quickly restore them if there is a problem with your computer. Store the disk or CD with the backup file in a safe place and away from the computer.

Backup Immediately

- Touch the TOOLS AND DATA or DATA ONLY radio button.
- Touch the CHANGE button and select the directory in the BROWSE FOR FOLDER dialog box. Click OK to continue.

NOTE: Do not choose a folder on the Control Station Computer, Local Drive C:, choose an external drive or a network drive.

- Touch the BACKUP NOW button.

Schedule a Backup

- Touch the **TOOLS AND DATA** or **DATA ONLY** radio button.
- Touch the **CHANGE** button and select the directory in the **BROWSE FOR FOLDER** dialog box. Click **OK** to continue.
- Touch a **BACKUP FREQUENCY** radio button.
- Choose the hour and minute for the backup start time from the **HOURL** and **MINUTE** drop-down windows. The time format is 24 Hour - 00 is 12:00 a.m. and 12 is 12:00 p.m.

NOTE: The Control Station Computer must be on during the scheduled time.

Restore the System

- Touch the **RESTORE SYSTEM** button and choose a system backup file. All tools and data in the file are restored to your Control Station.

Technical Support

FARO Technologies, Inc. is committed to providing the best technical support to our customers. Our Service Policy is detailed in *Appendix C: Industrial Products Service Policy* of this manual. If you have any problem using one of our products, please follow these steps before contacting our Technical Support Team:

- Be sure to read the relevant sections of the documentation. Many times the answer is right there.
- Visit the FARO Customer Service area on the Web at www.faro.com to search our technical support database. This is available 24 hours a day 7 days a week.
- Document the problem you are experiencing. Be as specific as you can. The more information you have, the easier the problem will be to solve.
- If you still cannot resolve your problem, have your Serial Number available *before calling*.

Technical Support hours are from 8:00 a.m. to 5:00 p.m. Eastern Standard Time (EST), Monday through Friday. You can also e-mail or fax in your problems or questions 24 hours a day.

- Phone
800.736.2771 (North America), +1 407.333.3182 (Worldwide)
- Fax
FaroArm +1 407.333.8056
FARO Laser Tracker +1 610.444.2323
FARO Laser Scanner +1 610.444.2323
- E-Mail
FaroArm support@faro.com
FARO Laser Tracker supportlaser@faro.com
FARO Laser Scanner supportlaser@faro.com

E-Mails or Faxes sent outside regular working hours (8:00 a.m. to 5:00 p.m. EST, Monday through Friday) usually are answered before 12:00 p.m. EST the next working day. Should our staff be on other calls, please leave a voice mail message; calls are always returned within 4 hours. Please remember to leave a detailed

description of your question and your Serial Number. Do not forget to include your name, fax number, telephone number and extension so we can reach you promptly.

Appendix A: Software License Agreement

This Software License Agreement is part of the Operating Manual for the product and software System which you have purchased from FARO TECHNOLOGIES, INC. (collectively, the “Licensor”) By your use of the software you are agreeing to the terms and conditions of this Software License Agreement. Throughout this Software License Agreement, the term “Licensee” means the owner of the System.

I. The Licensor hereby grants the Licensee the non exclusive right to use the computer software described in this Operating Manual (the “software”). The Licensee shall have no right to sell, assign, sublicense, rent or lease the software to any third party without the Licensor’s prior written consent.

II. The Licensor further grants the Licensee the right to make a backup copy of the software media. The Licensee agrees that it will not decompile, disassemble, reverse engineer, copy, transfer, or otherwise use the software except as permitted by this section. The Licensee further agrees not to copy any written materials accompanying the software.

III. The Licensee is licensed to use the Software only in the manner described in the Operating Manual. Use of the Software in a manner other than that described in the Operating Manual or use of the software in conjunction with any non-Licensor product which decompiles or recompiles the software or in any other way modifies the structure, sequence or function of the software code, is not an authorized use, and further, such use voids the Licensor’s set forth below.

IV. The only warranty with respect to the software and the accompanying written materials is the warranty, if any, set forth in the Quotation/Purchase Order and *Appendix B: Purchase Conditions* pursuant to which the software was purchased from the Licensor.

V. THIS WARRANTY IS IN LIEU OF OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND

FITNESS FOR A PARTICULAR PURPOSE WITH RESPECT TO THE SOFTWARE AND WRITTEN MATERIALS. IN NO EVENT WILL THE LICENSER BE LIABLE FOR DAMAGES, INCLUDING ANY LOST PROFITS OR OTHER INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF THE USE OR INABILITY TO USE THE SOFTWARE, NOTWITHSTANDING THAT THE LICENSER HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, THE LICENSER WILL NOT BE LIABLE FOR ANY SUCH CLAIM BY ANY OTHER PARTY.

VI. In the event of any breach by the Licensee of this Agreement, the license granted hereby shall immediately terminate and the Licensee shall return the software media and all written materials, together with any copy of such media or materials, and the Licensee shall keep no copies of such items.

VII. The interpretation of this Agreement shall be governed by the following provisions:

A. This Agreement shall be construed pursuant to and governed by the substantive laws of the State of Florida (and any provision of Florida law shall not apply if the law of a state or jurisdiction other than Florida would otherwise apply).

B. If any provision of this Agreement is determined by a court of competent jurisdiction to be void and non-enforceable, such determination shall not affect any other provision of this Agreement, and the remaining provisions of this Agreement shall remain in full force and effect. If any provision or term of this Agreement is susceptible to two or more constructions or interpretations, one or more of which would render the provision or term void or non-enforceable, the parties agree that a construction or interpretation which renders the term of provision valid shall be favored.

C. This Agreement constitutes the entire Agreement, and supersedes all prior agreements and understandings, oral and written, among the parties to this Agreement with respect to the subject matter hereof.

VIII. If a party engages the services of an attorney or any other third party or in any way initiates legal action to enforce its rights under this

Agreement, the prevailing party shall be entitled to recover all reasonable costs and expenses (including reasonable attorney's fees before trial and in appellate proceedings).

Appendix B: Purchase Conditions

All Purchase Orders (hereafter, the “Order”) for FARO-provided products and services (hereafter, the “Product”) are subject to the following terms and conditions, which are agreed to by the Purchaser. All capitalized terms are defined in Section 8.00 Definitions hereafter.

1.00 Payment of Purchase Price

1.01 Purchaser hereby promises to pay to the order of FARO all deferred portions of the Purchase Price, together with interest on late purchase price payments payable at 1.5% per month (18% per annum).

1.02 The Purchaser grants to FARO a security interest in the products sold pursuant to the Order, which may be perfected by UCC-1 Financing Statements to be recorded in the applicable County of the Purchaser’s business location and filed with the Secretary of State’s Office, which security interest will remain in effect until payment in full of the purchase price together with interest on late purchase price payments payable thereon had been received by FARO.

1.03 If the Purchaser fails to make full payment of the purchase price within the period set out in the Order, FARO shall at its option have the following remedies, which shall be cumulative and not alternative:

- a) the right to cancel the Order and enter the Purchaser’s premises to re-take possession of the Product, in which event the Purchaser agrees that any down-payment or deposit shall be forfeited to FARO, as liquidated damages and not as a penalty, and all costs incurred by FARO in connection with the removal and subsequent transportation of the Product shall be payable by the Purchaser upon written demand;
- b) the right to enter the Purchaser’s premises and remove any Software, components of the Product or other items necessary in order to render the Product inoperative;

c) the right to withhold all services which would otherwise be required to be provided by FARO pursuant to the Warranties set out in Section 4.00 Warranties and Limitation of Liability hereof;

d) terminate any existing software license agreement and

e) pursue any other available remedy, including suing to collect any remaining balance of the purchase price (i.e., accelerate the payment of the purchase price causing the entire balance to immediately become due and payable in full).

f) Customer will be charged a 20% restocking fee for refusal to accept equipment as delivered. Equipment must be returned unopened within 10 business days of receipt at customer facility.

1.04 If Purchaser fails to make payment(s) in accordance with the terms of this Order, the Purchaser's Products may be rendered inoperable until such payment terms are met.

No waiver by FARO of its rights under these conditions shall be deemed to constitute a waiver of subsequent breaches or defaults by the Purchaser. In the event more than one Product is being purchased pursuant to the Order, unless otherwise set forth herein, each payment received by FARO from Purchaser shall be applied pro rata against the cost of each product rather than being applied to the purchase price of any product.

2.00 Delivery and Transportation

2.01 Delivery dates are estimates and not guarantees, and are based upon conditions at the time such estimate is given.

2.02 FARO shall not be liable for any loss or damage, whether direct, indirect or consequential, resulting from late delivery of the Product. The Purchaser's sole remedy, if the Product is not delivered within 90 days of the estimated delivery date, shall be to cancel the Order and to recover from FARO without interest or penalty, the amount of the down-payment or deposit and any other part of the purchase price which has been paid by the Purchaser. Notwithstanding the foregoing, such right of cancellation shall not extend to situations where late delivery is occasioned by causes beyond FARO's control, including, without limitation, compliance with any rules, regulations, orders or instructions of any federal, state, county, municipal or other government

or any department or agency thereof, force majeure, acts or omissions of the Purchaser, acts of civil or military authorities, embargoes, war or insurrection, labor interruption through strike or walkout, transportation delays and other inability resulting from causes beyond FARO's control to obtain necessary labor, manufacturing facilities or materials from its usual sources. Any delays resulting from such causes shall extend estimated delivery dates by the length of such delay.

2.03 Responsibility for all costs and risks in any way connected with the storage, transportation and installation of the Product shall be borne entirely by the Purchaser. If any disagreement arises as to whether or not damage to the Product was in fact caused in storage, transit or on installation, the opinion of FARO's technical advisors, acting reasonably, shall be conclusive.

3.00 Installation and Operator Training

3.01 The Purchaser shall be responsible for installation of the Product, including, without limitation, the preparation of its premises, the uncrating of the Product and setting up of the Product for operation. Purchaser may elect to order contract services from FARO to perform this service should they elect to do so.

4.00 Warranties and Limitation of Liability

4.01 FARO warrants that (subject to Section 4.06), the Product shall be free from defects in workmanship or material affecting the fitness of the Product for its usual purpose under normal conditions of use, service and maintenance. A complete statement of FARO's maintenance/warranty service is set forth in *Appendix B: Purchase Conditions*.

4.02 FARO warrants that the Software shall operate according to specifications and the System shall operate and perform in the manner contemplated in connection with the usual purpose for which it is designed.

4.03 The maintenance/warranty set out in paragraphs 4.01 shall expire at the end of the twelve (12) month period commencing on the date of shipment from the FARO factory (the "Maintenance/Warranty Period").

4.04 Subject to the limitations contained in Section 4.06, the Warranties shall apply to any defects found by the Purchaser in the operation of the FaroArm and reported to FARO within the Maintenance/Warranty Period. If the FaroArm or the Software is found by FARO, acting reasonably, to be defective, and if the defect is acknowledged by FARO to be the result of FARO's faulty material or workmanship, the FaroArm will be repaired or adjusted to the extent found by FARO to be necessary or at the option of FARO, replaced with a new FaroArm or parts thereof at no cost to the Purchaser.

4.05 Claims under the Warranties shall be made by delivering written notice to FARO of the defect in the System, the FaroArm. Within a reasonable time of receipt of such notice, FARO shall have the System and FaroArm diagnosed by its service personnel, and maintenance/warranty service will be provided at no cost to the Purchaser if the System and FaroArm is found by FARO to be defective within the meaning of this Section.

(If, in the reasonable opinion of FARO after diagnosis of the system and the FaroArm are not defective, the Purchaser shall pay the cost of service, which shall be the amount that FARO would otherwise charge for an evaluation under a non-warranty service evaluation.

4.06 The Warranties do not apply to:

a) Any defects in any component of a System where, if in the reasonable opinion of FARO, the FaroArm, Software or System has been improperly stored, installed, operated, or maintained, or if Purchaser has permitted unauthorized modifications, additions, adjustments and/or repair to any hard drive structure or content, or any other part of the System, or which might affect the System, or defects caused or repairs required as a result of causes external to FARO workmanship or the materials used by FARO. As used herein, "unauthorized" means that which has not been approved and permitted by FARO.

b) The Warranties shall not cover replacement of expendable items, including, but not limited to, fuses, diskettes, printer paper, printer ink, printing heads, disk cleaning materials, or similar items.

c) The Warranties shall not cover minor preventive and corrective maintenance, including, but not limited to, replacement of fuses, disk drive head cleaning, fan filter cleaning and system clock battery replacement.

d) Any equipment or its components which was sold or transferred to any party other than the original Purchaser without the expressed written consent of FARO.

4.07 Factory Repairs

a) IF SYSTEM IS UNDER MAINTANENCE/WARRANTY: The Purchaser agrees to ship the Product to FARO in the original packing containers. FARO will return the repaired or replacement Product. FARO will incur the expense of the needed part and all return shipping charges to the Purchaser. FARO may authorize the manufacturer of a component of the Product to perform the service.

b) IF SYSTEM IS UNDER PREMIUM SERVICE PLAN: When practical and subject to availability, FARO will make available to the Purchaser substitute component parts or FaroArm's ("Temporary Replacements") while corresponding parts of the Purchaser's system or FaroArm are undergoing repair at FARO's factory. Shipping charges for these "Temporary Replacement" parts or FaroArm's will be the responsibility of FARO.

c) IF SYSTEM IS NOT UNDER MAINTANENCE/WARRANTY: The Purchaser is responsible for the cost of the replacement part or software, and all shipping charges. All charges shall be estimated and prepaid prior to commencement of repairs.

4.08 Nothing herein contained shall be construed as obligating FARO to make service, parts, or repairs for any product available after the expiration of the Maintenance/Warranty Period.

4.09 Limitation of Liability

FARO shall not be responsible under any circumstances for special, incidental or consequential damages, including, but not limited to, injury to or death of any operator or other person, damage or loss resulting from inability to use the System, increased operating costs, loss of production, loss of anticipated profits, damage to property, or other special, incidental or consequential damages of any nature arising

from any cause whatsoever whether based in contract, tort (including negligence), or any other theory of law. FARO's only liability hereunder, arising from any cause whatsoever, whether based in contract, tort (including negligence) or any other theory of law, consists of the obligation to repair or replace defective components in the System or FaroArm subject to the limitations set out above in this section.

This disclaimer of liability for consequential damage extends to any such special, incidental or consequential damages which may be suffered by third parties, either caused directly or indirectly resulting from test results or data produced by the system or any component thereof and the Purchaser agrees to indemnify and save FARO harmless from any such claims made by third parties.

4.10 The foregoing shall be FARO's sole and exclusive liability and the Purchaser's sole and exclusive remedy with respect to the system.

THE SOLE RESPONSIBILITY OF FARO UNDER THE WARRANTIES IS STATED HEREIN AND FARO SHALL NOT BE LIABLE FOR CONSEQUENTIAL, INDIRECT, OR INCIDENTAL DAMAGES, WHETHER THE CLAIM IS FOR BREACH OF WARRANTY, NEGLIGENCE, OR OTHERWISE.

OTHER THAN THE EXPRESS WARRANTIES HEREIN STATED, FARO DISCLAIMS ALL WARRANTIES INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS.

4.11 FARO does not authorize any person (whether natural or corporate) to assume for FARO any liability in connection with or with respect to the Products. No agent or employee of FARO has any authority to make any representation or promise on behalf of FARO, except as expressly set forth herein, or to modify the terms or limitations of the Warranties. Verbal statements are not binding upon FARO.

4.12 The Maintenance/Warranties extend only to the Purchaser and are transferable, only under the following conditions:

- The FaroArm is currently under maintenance/warranty.
- New owner is, or becomes, a certified user.
- A FARO maintenance/warranty transfer form is completed, and submitted to Customer Service.

All claims under the Warranties must originate with the Purchaser, or any subsequent owner, and the Purchaser will indemnify and save FARO harmless from any claims for breach of warranty asserted against FARO by any third party.

4.13 Oral representations of FARO or its sales representatives, officers, employees or agents cannot be relied upon as correctly stating the representations of FARO in connection with the system. Refer to this purchase order, any exhibits hereto and any written materials supplied by FARO for correct representations.

4.14 PURCHASER ACKNOWLEDGES THAT IT HAS PURCHASED THE SYSTEM BASED UPON ITS OWN KNOWLEDGE OF THE USES TO WHICH THE SYSTEM WILL BE PUT. FARO SPECIFICALLY DISCLAIMS ANY WARRANTY OR LIABILITY RELATED TO THE FITNESS OF THE SYSTEM FOR ANY PARTICULAR PURPOSE OR ARISING FROM THE INABILITY OF THE PURCHASER TO USE THE SYSTEM FOR ANY PARTICULAR PURPOSE.

5.00 Design Changes

5.01 The FaroArm, the Software and the System are subject to changes in design, manufacture and programming between the date of order and the actual delivery date. FARO reserves the right to implement such changes without the Purchaser's consent, however, nothing contained herein shall be construed as obligating FARO to include such changes in the FaroArm, Software or System provided to the Purchaser.

6.00 Non-Disclosure

6.01 All Software including, without limitation, the Operating System Program and any FARO special user programs, provided to the Purchaser as part of the system, either at the time of or subsequent to the delivery of the FaroArm, is the intellectual property of FARO. The

Purchaser shall not reproduce or duplicate, disassemble, decompile, reverse engineer, sell, transfer or assign, in any manner the Software or permit access to or use thereof by any third party. The Purchaser shall forthwith execute any further assurances in the form of non-disclosure or licensing agreements which may reasonably be required by FARO in connection with the software.

7.00 Entire Agreement / Governing Law / Miscellaneous / Guarantee

7.01 These Purchase conditions constitute the entire agreement between FARO and the Purchaser in respect to the Product. There are no representations or warranties by FARO, express or implied, except for those herein contained and these conditions supersede and replace any prior agreements between FARO and the Purchaser.

7.02 No representative of FARO has any authority to modify, alter, delete or add to any of the terms or conditions hereof. Any such modifications shall be absolutely void unless made by instrument in writing properly executed by an actual authorized employee or agent of FARO.

7.03 The terms and conditions hereof shall be binding upon FARO and the Purchaser, and shall be construed in accordance with the laws of the State of Florida, United States of America.

7.04 FARO shall be entitled to recover all of its reasonable fees and costs including, but not limited to, its reasonable attorney's fees incurred by FARO in connection with any dispute or litigation arising thereunder or in connection herewith, including appeals and bankruptcy or creditor reorganization proceeds.

7.05 These conditions shall not be construed more strictly against one party than another as a result of one party having drafted said instrument.

8.00 Definitions

8.01 "FARO" means FARO Technologies, Inc.

8.02 "Purchaser" means the party buying the Product and who is legally obligated hereunder.

8.03 “Software” means all computer programs, disk drive directory organization and content, including the computer media containing such computer programs and disk drive directory organization and content, sold pursuant to the Order.

8.04 “Product” means the FaroArm, the Software, operating manuals and any other product or merchandise sold pursuant to the Order. If the Purchaser is buying only a FaroArm, or the Software, Product will mean the product being purchased by the Purchaser pursuant to the Order.

8.05 “System” means a combination of the FaroArm, the Software, the Computer, and optional parts and accessories associated with the FaroArm.

8.06 “Certified user” means any person who has completed and passed the a written exam issued by FARO. The exam is available upon request.

8.07 “Purchase Order” means the original document issued from the Purchaser to FARO, listing all parts and/or services to be purchased and the agreed purchase price.

8.08 “Maintenance/Warranty Transfer Form” means a document to be completed for the transfer of the FARO Maintenance/Warranty. This document is available from FARO upon request.

Appendix C: Industrial Products Service Policy

A one-year maintenance/warranty comes with the purchase of new FARO manufactured hardware products. Supplemental Service Plans are also available at additional cost. See *Appendix D: Industrial Service Policy* for further details.

FARO Hardware under Maintenance/Warranty

The following is a summary of what services can be obtained under the original warranty or Supplemental Service Plan.

- 1 Factory repairs on FARO-manufactured hardware products.
- 2 Factory repairs are targeted for completion within 7 (FaroArms) or 14 (FARO Laser Trackers and Laser Scanners) working days of FARO's receipt of the defective item. The customer is responsible for returning the hardware to FARO in the original packing container or custom case.
- 3 FARO will return the hardware via 2-day air service to the Continental U.S. Outside the Continental U.S., FARO will return the hardware to the customs broker via 2-day air service. Expedited service can be arranged at the customer's expense.
- 4 Upon expiration of original warranty a Supplemental Service Plan may be purchased and can be renewed annually on FARO-manufactured hardware products.
- 5 All Supplemental Service Plans will be due for renewal at the end of the month in which the Service Plan or warranty was purchase, plus 12 months.
- 6 The original warranty and Supplemental Service Plan are transferable to subsequent owners under certain conditions:
 - The FaroArm is currently under the original warranty and Supplemental Service Plan.
 - New owner is, or becomes, a certified user.
 - A FARO Transfer of Original Warranty or Service Plan Agreement form is completed and submitted to Customer Service.

FARO Hardware NOT under Maintenance/Warranty

Factory assessments and repairs on FARO-manufactured products will follow the following procedure:

- 1 The customer obtains a service number from FARO's Customer Service Department.
- 2 The customer sends the part to FARO with the service number on the label along with payment or a corporate purchase order for system testing and evaluation, which includes calibration and recertification.
- 3 The payment will be applied toward the total service cost beyond the initial payment. The estimate repair cost will be given to the customer prior to the repair. The total cost must be paid prior to beginning the service.
- 4 System testing and evaluation can take up to 30 days. FARO-manufactured part repairs can take up to 60 days. However, the part will be scheduled for service as soon as it arrives at FARO's factory.
- 5 The customer is responsible for all shipping charges to and from FARO, including import and export fees for international customers.

FARO Software

All FARO Software users will receive maintenance releases until the end of life for the version at no charge electronically or at a minimal fee for the computer media package. All enhancement and functionality upgrades will be available for purchase upon release.

Hardware & Software Training

FARO's training program is designed to instruct trainees in the operation of FARO's hardware and software, which the customer has purchased. The training classes are set up for each trainee to obtain valuable hands on application exposure. This will help the trainees in their everyday use of the hardware and software. FARO also feels that once the trainee completes the training, finding solutions to problems or applying applications will be simpler. Details are as follows:

- 1 The training class will prepare attendees to successfully attain an operators certification (see *Certification Requirements* section for more details).
- 2 The fee schedules for advanced additional training courses can be obtained from Customer Service, or the Sales department.

Certification Requirements

The FaroArm operator's inherent ability to understand 3D concepts may be in their background training. However, the precision with which the operator performs 3D measurements with the FaroArm is critical in establishing the accuracy and repeatability of the results of subsequent measurements.

In order to establish the proficiency of FaroArm operators, FARO has instituted an Operator Certification program, where each operator's knowledge and understanding of the FaroArm is evaluated. The successful operator is awarded a certificate which identifies him/her as an accredited FaroArm operator. The requirements are as follows:

- 1 Attend a FARO-conducted basic training course, either at a FARO Facility or on site at your facility.
- 2 Certification will be awarded once the class has been completed, and then the certified user will be registered for hardware and software support.

To certify an operator, call FARO's Training Department, 800.736.0234 (North America), +1 407.333.9911 (Worldwide), for updated information.

FaroArm Repair Fee Schedule

(Out of Maintenance/Warranty Owners Only!)

System Testing and Evaluation Fee - Contact your local FARO Service Center for pricing.

A fee is charged for any system testing and evaluation. This includes system diagnosis, calibration and/or recertification, and applies to all FaroArm's. However, this fee does not include disassembly/repair costs if required. An estimated cost for disassembly/repair will be given to the customer prior to the repair. The disassembly/repair charges must be paid in full prior to the actual disassembly/repair. However, if no repairs are needed the fee will be applied to the cost of system testing and evaluation. All evaluations contain a recertification. Recertification will be performed on an "as needed" basis.

Contact your local FARO Service Center for the current system testing and evaluation fee pricing.

Repair Times

Calibration and/or Recertification Only - Can take up to 14 days to complete.

Disassembly and Repair - Can take up to 60 days to complete. This time is dependent on the supply of purchased components.

*Includes Calibration and Recertification



Transfer of Original Warranty or Service Plan Agreement

(SELLER'S CORPORATE OR INDIVIDUAL NAME AS APPLICABLE), hereby waives all rights under the warranty service policy for
FaroArm Serial Number _____
CAM2 Port Lock Number _____
purchased originally on _____ (DATE).

(BUYER'S CORPORATE OR INDIVIDUAL NAME AS APPLICABLE), hereby assumes all rights and obligations of the Hardware and/or Software Warranty Service Policy from _____ (Date of Transfer).
This transfer is only valid under the following conditions.

- 1 The FaroArm is currently under maintenance/warranty
- 2 New owner is, or becomes, a certified user.
- 3 This maintenance/warranty transfer form is completed and submitted to Customer Service.

AGREED

(PRINT SELLER'S CORPORATE OR INDIVIDUAL NAME AS APPLICABLE) (PRINT SELLER'S CORPORATE OR INDIVIDUAL NAME AS APPLICABLE)

BY x _____ BY x _____
(PRINT NAME OF SIGNATORY) (PRINT NAME OF SIGNATORY)

FARO Technologies Inc.

Approved by x _____

(PRINT NAME OF SIGNATORY)

Appendix D: Industrial Service Policy

This Service Plan (hereafter, the “Plan”) is part of the Operating Manual for the FARO manufactured product purchased from FARO TECHNOLOGIES INC. (hereafter, “FARO”). The Plan and all of the optional additions, are subject to the conditions in Appendices A, B, & C, and are subject to change. This appendix refers to FARO’s service plans as written in the sales advertising literature, and is meant to provide additional details that the literature does not permit.

1.00 The purchase of the Plan shall occur with the purchase of the FARO products.

1.01 The plan shall apply to systems exclusively created or authored by FARO.

1.02 The plan shall include FARO product hardware only, and can not be extended or transferred through the sale of any part of the system to a third party unless the entire system has been sold or transferred.

1.03 The plan shall not cover Hardware or Software which has been subjected to misuse or intentional damage. FARO reserves the right to determine the condition of all returned Hardware and/or Software.

1.04 FARO shall determine the service method and contractor to service/repair all hardware which is not directly manufactured by FARO. All outside contractor terms and conditions are available from FARO and are incorporated herein by reference.

1.05 FARO shall not be responsible for any non FARO authored software which inhibits the operation of the system. Furthermore the plan will not cover the re-installation of any software.

1.06 The Hardware and Software are subject to changes in design, manufacture, and programming. All updates are as follows:

a) Hardware - The FaroArm and all of the associated optional parts, and the Computer are not subject to updates.

b) Software - All computer programs, authored by FARO, which are used in conjunction with the FARO provided Hardware, will be

updated (maintenance upgrades) for the life of the Purchaser's current version. All enhancement and functionality upgrades must be purchased.

c) 3rd Party Software - All computer programs, non authored by FARO, will not be updated under the Plan. The purchaser is responsible for the acquisition of all 3rd party software updates and warranty service or claims.

2.00 Definitions

2.01 "FARO" means FARO Technologies, Inc.

2.02 "Purchaser" means the party buying the Product and who is legally obligated hereunder.

2.03 "Software" means all computer programs, disk drive directory organization and content, including the diskettes containing such computer programs and disk drive directory organization and content, sold pursuant to the Order.

2.04 "Product" means the FaroArm, the Software, operating manuals and any other product or merchandise sold pursuant to the Order. If the Purchaser is buying only a FaroArm, or the Software, Product will mean the product being purchased by the Purchaser pursuant to the Order.

2.05 "System" means a combination of the FaroArm, the Software, the Computer, and optional parts associated with the FaroArm.

2.06 "Hardware" means the FaroArm and all of the associated optional parts, and the Computer if provided by FARO.

2.07 "Software" means all computer programs, authored by FARO, which are used in conjunction with the FARO provided Hardware.

The following is a layman's definition of the coverage.

Standard Service Plans

All shipping times below are to destinations within the Continental United States. Outside the Continental U.S., FARO will ship equipment directly to the customs broker.

- Standard Service Plans are contracted at time of purchase or at any time while a unit is covered by a FARO hardware service plan (as described in more detail later).
- The Standard Service Plan covers the FaroArm and controller box.
- Shipping costs, including insurance from the Purchaser to FARO are the responsibility of the Purchaser. FARO will be responsible for all return shipping costs including insurance.
- All reasonable efforts will be made to keep the service repair time within 7 (FaroArm) or 14 (FARO Laser Tracker and Laser Scanner) working days. The equipment will be returned via 2-Day air service, therefore, total service repair time will vary due to return shipping location.
- Since the FaroArm is designed to be used with many other software packages not authored by FARO. This service plan can be purchased in its entirety to cover only FARO produced or authored products. For items not produced or authored by FARO, the customer is responsible for securing their own separate warranty or service plan coverage.

Hardware Coverage

FaroArm

Covered

- All parts and labor for FaroArms failing under normal use as described in Appendix B.
- Annual recertification and 15-point annual checkup of the FaroArm.

Not Covered

- Misuse
- Intentional damage
- Wear and tear of probes, ball bars, auxiliary hardware products such as cables, wrenches, hex keys, screwdrivers, etc.

Computer

Covered

- FARO contracts with 3rd party service providers for this service for up to 3 years. The terms and conditions of FARO's contract with the provider apply herein and are incorporated herein by reference.
- Typically, these services include repair of the computer, memory cards, and video monitors.

Not Covered

- All exclusions contained in the 3rd party service providers policy which is incorporated herein by reference.
- Software operating system installation.
- User intentional or unintentional removal of key software property or files.

Software Coverage

Covered

- Periodically, FARO Technologies may release maintenance updates of its proprietary software. This will be supported through the life of the product version. All enhancement and functionality upgrades will be available in the next full version for a fee.

Not Covered

- End users are responsible for the procuring and installation of 3rd party authored or S/W updates as required to use with FARO authored software products, unless FARO Technologies resold these packages to the end user as an authorized reseller. Examples of 3rd party authored S/W are: DOS, Windows, AutoCAD, Auto-Surf, SurfCAM and others.

Premium Service Plans

The Premium Service Plans additionally provide loaner FaroArms and Computers when service is required. All equipment shipping costs are paid for by FARO (both ways). FARO will make its best effort to ship all loaner FaroArms within 24 hours of the receipt of the purchasers request, once the need for a service has been verified by FARO. FARO will make its best effort to ship all loaner computers within 72 hours of the receipt of the purchasers request.

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