

Critère	Sous-critère	Note du sous-critère	Coefficient du sous- critère	Note du critère	Total des notes des critères
<b>1. Documentation</b>	1.1 Durée de disponibilité de la documentation technique et relative aux conseils d'utilisation et d'entretien	9.2 /10	2	18.5 /20	68.2 /100
<b>2. Démontabilité et accès, outils, fixations</b>	2.1 Facilité de démontage des pièces de la liste 2*	10.0 /10	1	19.8 /20	
	2.2 Outils nécessaires (liste 2)	10.0 /10	0.5		
	2.3 Caractéristiques des fixations entre les pièces de la liste 1** et de la liste 2	9.5 /10	0.5		
<b>3. Disponibilité des pièces détachées</b>	3.1 Durée de disponibilité des pièces de la liste 2	5.0 /10	1	10.0 /20	
	3.2 Durée de disponibilité des pièces de la liste 1	5.0 /10	0.5		
	3.3 Délai de livraison des pièces de la liste 2	5.0 /10	0.3		
	3.4 Délai de livraison des pièces de la liste 1	5.0 /10	0.2		
<b>4. Prix des pièces détachées</b>	4.1 Rapport prix des pièces de la liste 2 sur prix de l'équipement neuf	0.0 /10	2	0.0 /20	
<b>5. Critère spécifique (exemple avec 3 sous-critères)</b>	5.1 Accessibilité du compteur d'usage	10.0 /10	1	20.0 /20	
	5.2 Assistance à distance sans frais	10.0 /10	0.5		
	5.3 Possibilité de réinitialisation logicielle	10.0 /10	0.5		

**Note de l'indice**

**6.8 /10**

\*liste 2 : liste des 3 à 5 pièces détachées au maximum (selon la catégorie d'équipements concernée) dont la casse ou les pannes sont les plus fréquentes ;

\*\*liste 1 : liste de 10 autres pièces détachées au maximum (selon la catégorie d'équipements concernée) dont le bon état est nécessaire au fonctionnement de l'équipement

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**1.1 Period of availability of technical documentation and advice on use and maintenance.**

		Column B			
		Repairers			
		Years of availability			
		0 to 6	7 to 8	9 to 10	11 or more
Type of Documentation		Number of Points			
1	Unambiguous product identification	0	7	9	11
2	Disassembly diagram or explode view	0	7	9	11
3	Wiring and connection diagrams	0	7	9	11
4	Circuit board diagrams	0	7	9	11
5	List of required repair and test equipment	0	7	9	11
6	Technical manual of repair instructions	0	7	9	11
7	Error and diagnostic codes	0	7	9	11
8	Component and diagnostic information	0	7	9	11
9	Software instructions (including reset)	0	7	9	11
10	Access to incidents reported and recorded in the equipment	0	7	9	11
11	Technical bulletins	0	7	9	11
12	Specific guidelines on self-repair (recommended operations, safety and repair instructions, possible repercussions on the warranty)				
13	Information on access to professional repairers				
14	Fault detection and required actions (general public approach)				
15	Instructions for use and maintenance instructions				

The maximum number of points =286

Score for this sub-criterion= (obtained points/286 points) x10

Column C			
Consumers			
Years of availability			
0 to 6	7 to 8	9 to 10	11 or more
Number of Points			
0	7	9	11
0	7	9	11
0	7	9	11
0	7	9	11
0	7	9	11
0	7	9	11
0	7	9	11
0	7	9	11
0	7	9	11
0	7	9	11
0	7	9	11
0	7	9	11
0	7	9	11
0	7	9	11
0	7	9	11
0	7	9	11
0	7	9	11
0	7	9	11
0	7	9	11
0	7	9	11
0	7	9	11
0	7	9	11

**2.1 Ease of disassembling the List2 parts.**

	ND/NA(1) or 4 or more
External parts	
Remote Control(2)	0

	ND/NA(1) or 12 or more
Internal parts	
Internal Power Supply(3)	0
Main board	0
Panel	0

(1) ND=Case that it ca  
(2) Removal of batter  
(3) Case that the exte

In case of use of Internal Power supply;  
The maximum number of points =12  
Score for this sub-criterion= (obtained points/12 points) x10

In case of use of External Power supply;  
The maximum number of points =9  
Score for this sub-criterion= (obtained points/9 points) x10

**2.2 Tools required (List2)**

List2 parts	Type o	
	ND/NA	Proprietary Tools
	Number o	
Remote Control	0	1
Internal Power Supply(3)	0	1
Main board	0	1
Panel	0	1

(1) including Tools su  
(2) in case that more  
(3) Case that the exte

In case of use of Internal Power supply;  
The maximum number of points =16  
Score for this sub-criterion= (obtained points/16 points) x10

In case of use of External Power supply;  
The maximum number of points =12  
Score for this sub-criterion= (obtained points/12 points) x10

**2.3 Characteristics of the fasteners between the List1 and List2 parts.**

Neither Removal nor Reusable
------------------------------

	List1 or List2 parts	
1	Back Cover	0
2	Wifi Module(3)	0
3	Bluetooth Module(4)	0
4	Infrared Receiver	0
5	Speakers	0
6	Connectors(5)	0
7	Remote Control	0
8	Internal Power Supply(6)	0
8	External Power Supply(7)	0
9	Main board	0
10	Panel	0

- (1) Including the case
- (2) In case that more
- (3) Case that there is
- (4) Case that there is
- (5) Connection for ex
- (6) Case that the exte
- (7) Case that the inte

The maximum number of points =20

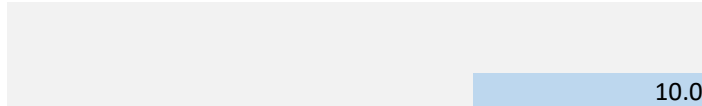
Score for this sub-criterion= (obtained points/20 points) x10

Number of steps to access to the parts		
3	2	1
Number of points		
1	2	3

Number of steps to access to the parts		
10 to 11	8 to 9	1 to 7
Number of points		
1	2	3
1	2	3
1	2	3

an not remove individually. NA=Case that it can not access individually.  
ies.

ernal Power source is used, the item is out of scope from this calculation.

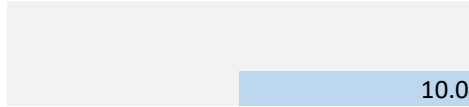


f Tools	
Specific Tools	Without tools, Common tools(1)
f points(2)	
2	4
2	4
2	4
2	4

plied with the spare part or the product also.

than one tool is needed, the worst point is used for this calculation.

ernal power source is used, the item is out of scope from this calculation



Type of fastener	
Removable, non-reusable	Removable and Reusable(1)

Number of points(2)	
1	2
1	2
1	2
1	2
1	2
1	2
1	2
1	2
1	2
1	2
1	2
1	2
1	2

that the connection is provided with the spare parts.

than one type of connection is needed, the worst point is used for this calculation.

no corresponded part, the item is out of scope from this calculation.

no corresponded part, the item is out of scope from this calculation.

ternal equipment (cable, antenna, USB, DVD and Blue-Ray Players)

ernal power source is used, the item is out of scope from this calculation.

ernal power source is used, the item is out of scope from this calculation.



**3.1. Period of availability of List2 parts.**

	Manufacturer				Distributors		
	Year of availability				Year of availability		
	0 - 6	7 - 8	9 - 10	11 or more	0 - 6	7 - 8	9 - 10
List2 parts	Number of points				Number of points		
Remote control	0	7	9	11	0	7	9
Internal Power supply(1)	0	7	9	11	0	7	9
External Power Supply(2)	0	7	9	11	0	7	9
Main board	0	7	9	11	0	7	9
Panel	0	7	9	11	0	7	9

(1) Case that the External Power Supply is used, the item is out of

(2) Case that the Internal Power Supply is used, the item is out of

The maximum number of points =176

Score for this sub-criterion= (obtained points/176 points) x10

**3.2. Period of availability of List1 parts.**

	Manufacturer				Distributors		
	Year of availability				Year of availability		
	0 - 6	7 - 8	9 - 10	11 or more	0 - 6	7 - 8	9 - 10
List1 parts	Number of points				Number of points		
Back Cover	0	7	9	11	0	7	9
Wifi Module(1)	0	7	9	11	0	7	9
Bluetooth Module(2)	0	7	9	11	0	7	9
Infrared Receiver	0	7	9	11	0	7	9
Speaker	0	7	9	11	0	7	9
Connectors(3)	0	7	9	11	0	7	9

(1) Case that, there is no corresponded part, the item is out of sc

(2) Case that, there is no corresponded part, the item is out of sc

(3) Connection for external equipment (Cable, Antenna, USB, DV

The maximum number of points =264

Score for this sub-criterion= (obtained points/264 points) x10

**3.3. Delivery time for List2 parts.**

	Manufacturer				Distributors		
	Delivery Days(1)				Delivery Days(1)		
	11 and more	6 - 10	4 - 5	1 - 3	11 and more	6 - 10	4 - 5
List2 parts	Number of points				Number of points		
Remote Control	0	1	2	3	0	1	2
Internal Power Supply(2)	0	1	2	3	0	1	2
External Power Supply(3)	0	1	2	3	0	1	2

Main board	0	1	2	3	0	1	2
Panel	0	1	2	3	0	1	2

(1) working days from the day of the order.

(2) Case that the External Power Supply is used, the item is out of

(3) Case that the Internal Power Supply is used, the item is out of

The maximum number of points =48

Score for this sub-criterion= (obtained points/48 points) x10

### 3.4. Delivery time for List1 parts.

	Manufacturer				Distributors		
	Delivery Days(1)				Delivery Days(1)		
	11 and more	6 - 10	4 - 5	1 - 3	11 and more	6 - 10	4 - 5
List1 parts	Number of points				Number of points		
Back Cover	0	1	2	3	0	1	2
Wifi Module	0	1	2	3	0	1	2
Bluetooth Module	0	1	2	3	0	1	2
Infrared Receiver	0	1	2	3	0	1	2
Speaker	0	1	2	3	0	1	2
Connectors(2)	0	1	2	3	0	1	2

(1) working days from the day of the order.

(2) Connection for external equipment (Cable, Antenna, USB, DV)

The maximum number of points =72

Score for this sub-criterion= (obtained points/72 points) x10

Repairers					Consumers			
Year of availability					Year of availability			
11 or more	0 - 6	7 - 8	9 - 10	11 or more	0 - 6	7 - 8	9 - 10	11 or more
Number of points					Number of points			
11	0	7	9	11	0	7	9	11
11	0	7	9	11	0	7	9	11
11	0	7	9	11	0	7	9	11
11	0	7	9	11	0	7	9	11
11	0	7	9	11	0	7	9	11

scope from this calculation.

scope from this calculation.

5.0

Repairers					Consumers			
Year of availability					Year of availability			
11 or more	0 - 6	7 - 8	9 - 10	11 or more	0 - 6	7 - 8	9 - 10	11 or more
Number of points					Number of points			
11	0	7	9	11	0	7	9	11
11	0	7	9	11	0	7	9	11
11	0	7	9	11	0	7	9	11
11	0	7	9	11	0	7	9	11
11	0	7	9	11	0	7	9	11
11	0	7	9	11	0	7	9	11

ope from this calculation.

ope from this calculation.

D and Blue-Ray players)

5.0

Repairers					Consumers			
Delivery Days(1)					Delivery Days(1)			
1 - 3	11 and more	6 - 10	4 - 5	1 - 3	11 and more	6 - 10	4 - 5	1 - 3
Number of points					Number of points			
3	0	1	2	3	0	1	2	3
3	0	1	2	3	0	1	2	3
3	0	1	2	3	0	1	2	3

3	0	1	2	3	0	1	2	3
3	0	1	2	3	0	1	2	3

scope from this calculation.

scope from this calculation.

5.0

		Repairers			Consumers			
		Delivery Days(1)			Delivery Days(1)			
1 - 3	11 and more	6 - 10	4 - 5	1 - 3	11 and more	6 - 10	4 - 5	1 - 3
		Number of points			Number of points			
3	0	1	2	3	0	1	2	3
3	0	1	2	3	0	1	2	3
3	0	1	2	3	0	1	2	3
3	0	1	2	3	0	1	2	3
3	0	1	2	3	0	1	2	3
3	0	1	2	3	0	1	2	3

D and Blue-Ray players)

5.0





#### 4.1. Ratio of List2 parts price compared with new equipment price.

Depending on the ratio between the point, which is related the price of List2 parts and calcul  
\*ratio= (Price excluding Tax of the most expensive part in List2 + Average of the price exclu

if the figure to the 3rd decimal place is less than 5, rounding down to the 2nd decimal place.

if the figure to the 3rd decimal place is greater than or equal to 5, rounding up to the 2nd dec

The Maximum number of Points is 100.

The number of point is;

- if the result of the ratio is higher than 0.3, then the number of points is 0(zero).
- if the result of the ratio is lower than 0.1, then the number of points is 100.
- if the result of the ratio is between 0.1 and 0.3, then the number of points is determined ac

Ratio	0,1	0,11	0,12	0,13	0,14	0,15	0,16	0,17	0,18	0,19	0,2
Points	100	95	90	85	80	75	70	65	60	55	50

Score for this sub-criterion= (obtained points/100 points) x10

lated from the below formula, and the price of the product, score should be calculated.  
ding Tax of the parts in List2)/2 ÷ Price of the equipment excluding Tax.

cimal place shall be used.

ording to the following table.

0,21	0,22	0,23	0,24	0,25	0,26	0,27	0,28	0,29	0,3
45	40	35	30	25	20	15	10	5	0

0



**5.1 Accessibility of the usage meter (1)**

Accessibility of the Usage Meter(1)	Abse

(1) Usage met  
The Unit of  
(2) The value  
(2) The value

The maximum number of points =2  
Score for this sub-criterion= (obtained points/2 points) x10

**5.2 Toll-Free remote assistance**

	Repairers		
Type of remote assistance	None	Up-to-date information on site	None
Number of points	0	1	0

The maximum number of points =5  
Score for this sub-criterion= (obtained points/5 points) x10

**5.3 Software Reset capability**

	Manufacturer		Repa
Possibility of resetting software fee-of-charge and without restrictions on access to these services.	Impossible	Possible	Impossible
	Number of points		Number
Operating System Reset(1)	0	1	0
Firmware Reset(1)	0	1	0

(1) including Reset via external keys/butt

The maximum number of points =6  
Score for this sub-criterion= (obtained points/6 points) x10

Consumers		
Location		
ence	Not easily to access(2)	Visible or easily to access(2)
number of points		
)	1	2

ter means a display device that cumulatively records the usage of the product.  
 f the usage is the number of hours of operation of the panel.  
 of the usage can be checked by more than 3 clicks.  
 of the usage can be checked by 3 clicks or less.

10.0

Consumers		
Remote Information	Remote diagnostic assistance	Remote repair assistance
1	2	4

10.0

irers	Consumers	
Possible	Impossible	Possible
of points	Number of points	
1	0	1
1	0	1

ons.

10.0