

# **IO-Link**

## **Quality of Services Agreement**

between  
IO-Link Consortium  
and  
IO-Link Competence Centers  
(IOL-CC)

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Prepared, approved and released by the IO-Link Consortium

Any comments, proposals, requests on this document are appreciated.

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In this document the following key words (in **bold** text) will be used:

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## Content

1	General .....	4
1.1	Purpose of this agreement.....	4
1.2	IOL- CC.....	4
1.3	Accreditation of IOL-CC.....	4
1.4	Re-Accreditation.....	4
2	Annex.....	4

## Figures

## Tables

## Revision Log

Identification	Version	Originator	Date	Change Note / History / Reason
	0.1	WG Technology	dd.mm.yy	New form
	0.8	Moritz	09.09.2010	
	0.81	Moritz	14.09.2010	Elimination of minor misspelling
	1.0	Moritz	14.10.2011	Final Version

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**AGREEMENT about Quality of Services  
between  
IO-Link Consortium  
and  
IOL-Competence Center (IOL-CC)**

## **1 General**

### **1.1 Purpose of this agreement**

The purpose of this agreement is to establish a quality assurance system between IO-Link consortium and the IOL-Competence Centers (IOL-CC) for the technologies of IO-Link.

### **1.2 IOL- CC**

- A) An IOL-CC is an active member of the IO-Link consortium and must fulfill the following criteria:
- Fulfillment and acceptance of the Quality of Services Agreement for IOL-CC
  - Positive accreditation report of two independent IOL-experts. One of the experts and the IOL-CC candidate have to meet personally, the other one may judge from written notice. In some instances, when a IOL-CC candidate is known to the experts, a personal visit may not be necessary. This should be decided by the two experts.
- B) The IOL-CC is available by e-mail, phone, fax and letter during fixed times on working days. It is the responsibility of the IOL-CC to inform the IO-Link consortium about its correct address. The preferred method of communication is e-mail.
- C) Shall install, run, and maintains a demo system of IO-Link products from different vendors. It is recommended that the demo system contains at least 5 devices from 5 different manufacturers. A monitor tool should also be part of the demo system.
- D) Replies to technical enquiries about IO-Link.

### **1.3 Accreditation of IOL-CC**

The IOL-CC candidate sends a Request to IOL-experts. The status now is "IOL-CC in foundation" . After a positive result of the IOL-experts report the IOL-CC candidate is confirmed. The accreditation expires after 2 years. After this period a re-accreditation can be applied.

Accreditation will be withdrawn if the IOL-CC fails to meet the criteria for an IOL-CC or loses the support the IO-link consortium.

### **1.4 Re-Accreditation**

The accreditation is valid for two years. After this period, the IOL-CC applies for reaccreditation. The re-accreditation needs to be supported by the IO-Link consortium and is confirmed by the IO-Link SC.

## **2 Annex**

**Application for an IOL-CC  
Annex A, Part A: Description of the IOL-CC  
(to be completed by the IOL-CC candidate)**

### **A1. Contact Point**

Name of IOL-CC Candidate: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Street: \_\_\_\_\_

Post-Code, Town: \_\_\_\_\_

Country: \_\_\_\_\_

Phone: \_\_\_\_\_

Fax: \_\_\_\_\_

e-mail: \_\_\_\_\_

www: \_\_\_\_\_

## A2. Technology Scope of Application

- IO-Link Basic Technology (this qualification is mandatory for all further IO-Link scopes of application)

## A3. Demo Systems

- **General description of the demo systems at the IOL-Center:**

*(e.g. IO-Link Demo wall)*

- **Details on the devices used in the demo systems**

Item	Vendor	SW	Protocol Version	Remarks

**Further experience of the IOL-CC:**

*(e.g. with special installations, SW, devices, systems,...)*

## A4. Training, Workshops, Seminars

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

## A5. Special Services

**A6. Available Experts at the IOL-CC***(Names of Experts and Qualification)*

Name	E-mail	IO-Link	
		<i>Basic</i>	

**A7. Quality of Services Agreement for IOL-CC**

We herewith confirm to fulfill the Quality of Services Agreement for IO-Link Competence Center (IOL-CC) in its latest version.

Date, Place: \_\_\_\_\_

\_\_\_\_\_  
IOL-CC Candidate)\_\_\_\_\_  
(Name in Capital Letters)

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