

IO-Link

Quality of Services Agreement

between
IO-Link Community
and
IO-Link Competence Centers
(IOLCC)

Version 1.3
June 2024

Order No: 10.052

File name:**IOLQuality_of_Services_Agreement_10052_V130_jun24.doc**

Prepared, approved and released by the IO-Link Steering Committee

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

Important notes:

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

1 General

1.1 Purpose of this agreement

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

1.2 IOL- CC

- A) An IOLCC is an active member of the IO-Link Community and must fulfill the following criteria:
- Fulfillment and acceptance of the Quality of Services Agreement for IOLCC
 - Is accepted by the IO-Link Steering Committee
 - Positive approval report of two independent IO-Link experts preferably from Core Team named by IO-Link Steering Committee
- To perform the audit for approval, one of the experts must visit the IOLCC candidate personally, the other one may judge from written notice. In some instances, when an IOLCC candidate is known to the experts, a personal visit may not be necessary. This should be decided by the two experts.
- B) The IOLCC must be available by e-mail, phone, and letter during fixed times on working days. It is the responsibility of the IOLCC to inform the IO-Link support center about its correct address. The preferred method of communication is e-mail.
- C) The IOLCC must install, run, and maintain a demo system of IO-Link products from different vendors. It is recommended that the demo system contains at least two masters and 5 devices from at least 5 different manufacturers. A monitor tool should also be part of the demo system.
- D) The IOLCC replies to technical enquiries about IO-Link and offers additional services according annex A4/A5.
- E) The IOLCC has to participate on the annual scheduled interoperability workshops. Missing these interoperability workshops for 2 times in row the approval can be withdrawn.

1.3 Approval of IOLCC

The IOLCC candidate sends a request to IO-Link Support Center. The status now is "IOLCC in foundation". The IO-Link Support Center forwards the request to the Quality WG-Leader. The audit for approval has to take place within 6 months after request. After a positive result of the "IOL-audit report" the IOLCC candidate is confirmed and listed at the IO-Link Website www.io-link.com. The approved status expires after 2 years. After this period a re-approval can be applied.

Approval will be withdrawn if the IOLCC fails to meet the criteria for an IOLCC or loses the acceptance of the IO-link Steering Committee.

1.4 Re-Approval

The approved status is valid for two years. After this period, the IOLCC requests for re-approval at the IO-Link Support Center. In case the above mentioned requirements are fulfilled, the Leader of the Quality WG approves the re-approval.

2 Annex

Application for an IOLCC
Annex A, Part A: Description of the IOLCC
(to be completed by the IOLCC candidate)

A1. Contact Point

Name of IOLCC Candidate: _____

Contact Person: _____

Street: _____

Post-Code, Town: _____

Country: _____

Phone: _____

e-mail: _____

www: _____

A2. Technology Scope of Application

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

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 IOLCC:

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

A4. Training, Workshops, Seminars

Title: _____

Date: _____

Title: _____

Date: _____

A5. Special Services

(e.g. Test Tools, Conformance Test, EMC Test, Design Tools)

A6. Available Experts at the IOLCC

(Names of Experts and Qualification)

Name	E-mail	IO-Link	
		Basic	

A7. Quality of Services Agreement for IOLCC

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

Date, Place: _____

_____ (IOLCC Candidate)

(Name in Capital Letters)

A8: Expert Report
(Individual Approvement Report from the experts)

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