



DEWETRON



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**CUSTOMER CARE PACKAGES**

WE CARE FOR YOUR SUCCESS.

# CUSTOMER CARE CENTER



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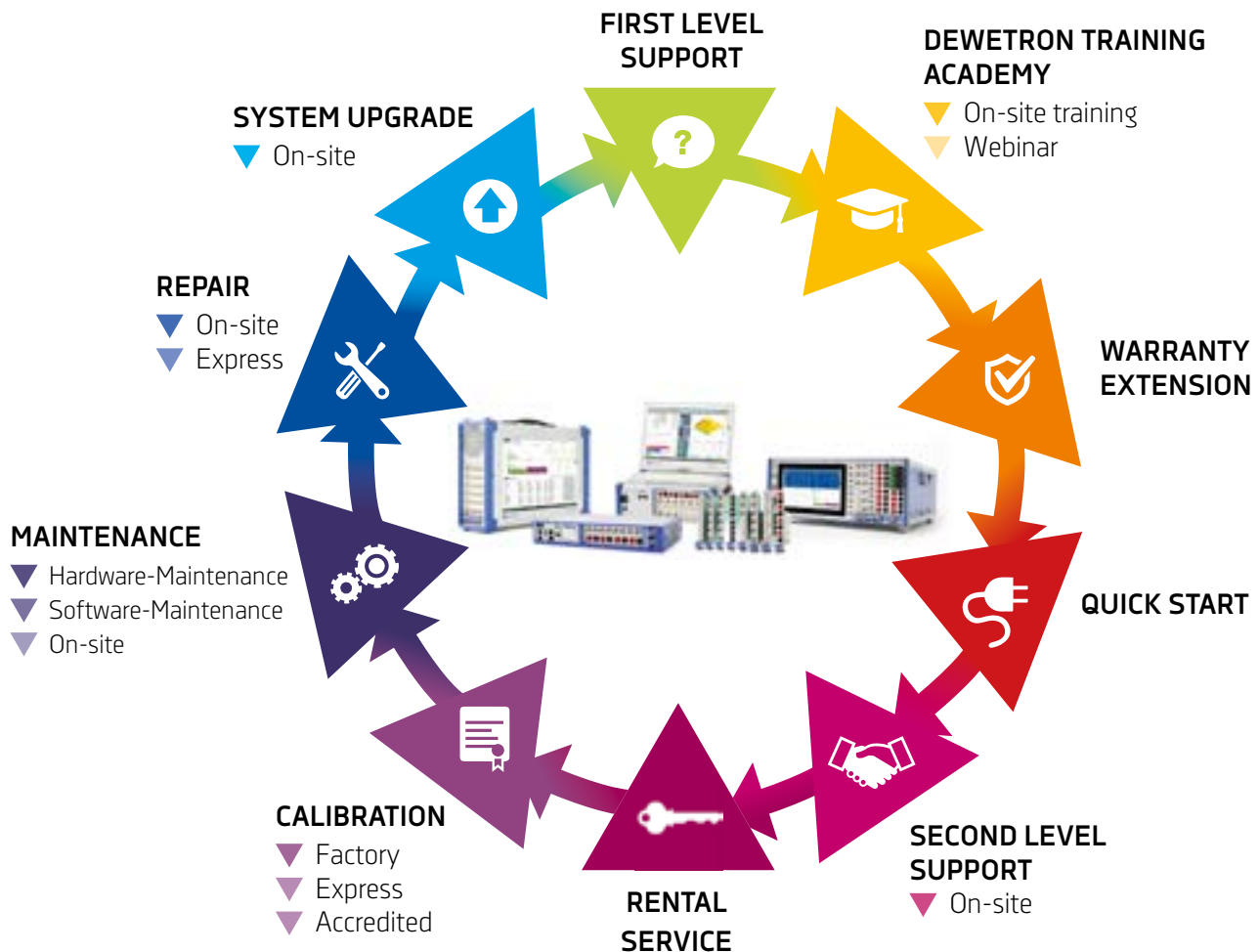
**THE MEASURABLE DIFFERENCE.**

# CUSTOMER CARE PACKAGES

The purchase of your DEWETRON system is the first step to collecting accurate and traceable measurement data. Customize your system with any or all of the available data acquisition modules and record vastly different signal sources in perfect sync.

DEWETRON Customer Care Packages guarantee that you achieve the maximum value from your investment. As a **DEWETRON Customer Care Package customer**, you will immediately benefit from instant access to our global network of professional support and service teams.

**Book one of our prepared packages and/or book each service as you need it. Choose the right services for your needs and we will design your service contract.**



## INCLUDED SERVICES

All DEWETRON systems come with a one-year system warranty.

### FOLLOWING SERVICES ARE INCLUDED WITH A ONE YEAR WARRANTY:

- > One year system warranty
- > Technical first level support
- > Calibrated systems and/or data acquisition modules
- > Free access to the customer portal and download center



## CUSTOMER CARE PACKAGE OFFERING

All Customer Care Packages are customized to your needs so you obtain the package that best suits your requirements and budget. From Basic to Care+, DEWETRON has the right package for your business.

Customer Care packages are available for **up to 5 years** (incl. first year warranty) with different coverage levels.

CUSTOMER CARE PACKAGES	WARRANTY EXTENSION	SOFTWARE PACKAGE	CARE PACKAGE	CARE+ PACKAGE
CUSTOMER SUPPORT	✓	✓	✓	✓
EXTENDED WARRANTY	✓		✓	✓
SOFTWARE MAINTENANCE		✓		
HARDWARE MAINTENANCE			✓	✓
FACTORY CALIBRATION			✓	
ACCREDITED CALIBRATION				✓





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## FIRST LEVEL SUPPORT

Benefit from direct telephone and online access to a network of support professionals who will work with you to solve any problems that may arise.

### YOUR BENEFIT

- > Direct access to professional support technicians
- > Worldwide phone and e-mail support
- > Remote support via Internet



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## WARRANTY EXTENSION

The original system warranty of one year can be extended by **up to 4 years to a total of 5 years**. In addition to the continued application support, the extension includes annual system maintenance with guaranteed nominal turn around to minimize business down time. DEWETRON will assume delivery and repair costs as specified in the warranty, for complete cost transparency.

### YOUR BENEFIT

- > Annual system maintenance
- > Guaranteed nominal turnaround
- > Complete cost transparency
- > Security of knowing that unplanned costs can be avoided in the future



## HARDWARE & SOFTWARE MAINTENANCE

Scheduled annual system maintenance at a DEWETRON facility. Maintenance includes cleaning, replacement of filters and fans as needed, BIOS, firmware and driver updates, reliability updates and a complete functional system test.

### YOUR BENEFIT

- > Maintenance reminder for annual system maintenance
- > Latest software improvements, new features, firmware and drivers keep your products up-to-date to maximize productivity
- > Complete functional system test
- > Guaranteed maintenance lead time
- > Minimize the need for repairs and downtime
- > Ensures reliable instrument operation
- > Service life of your system will be lengthened



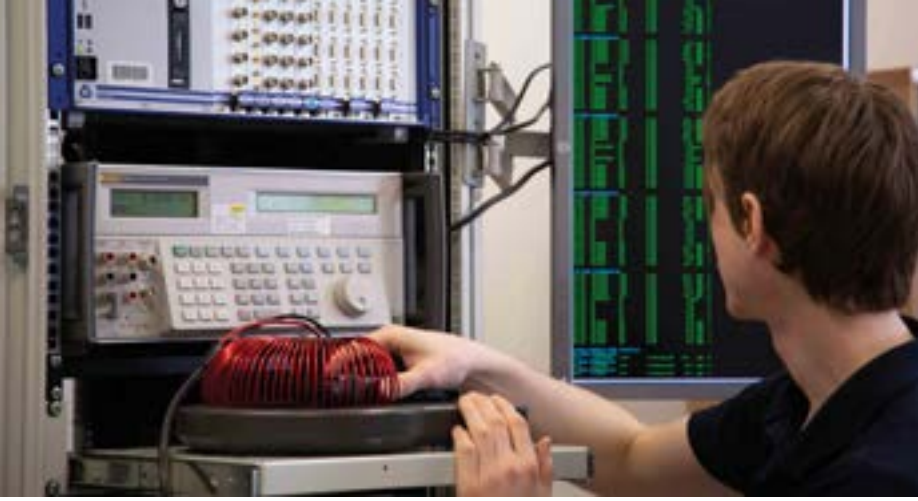
## MAINTENANCE ON-SITE

With the on-site maintenance service, maintenance of your system will be conducted at your site, reducing downtime and eliminating the hassle of shipping the system.

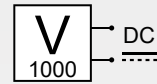
### YOUR BENEFIT

- > Reduced downtime
- > No need for shipping

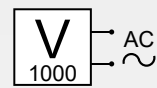




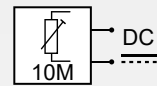
## ACCREDITED SCOPE



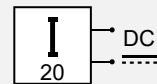
VOLTAGE (DC)



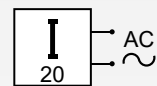
VOLTAGE (AC)



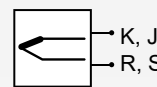
RESISTANCE (DC)



CURRENT (DC)



CURRENT (AC)



TEMPERATURE SIMULATION



## FACTORY CALIBRATION

All DEWETRON systems are calibrated prior to delivery. However, during the course of use, the systems should be recalibrated to ensure the continued integrity of the measurement data. The fixed price calibration service offers an annual factory calibration and adjustment of DEWETRON systems as well as a complete functional test of the device.

### YOUR BENEFIT

- > Fixed price for calibration service
- > Complete functional test of the device
- > Guaranteed lead time
- > Minimized business downtime
- > Adjustment services without extra fee

## EXPRESS CALIBRATION

All the benefits of the standard calibration service, expedited, with no delivery costs.

### YOUR BENEFIT

- > Minimized business downtime

## ACCREDITED CALIBRATION

The standard calibration service may be extended to include an annual calibration according to EN ISO/IEC 17025 and manufacturer adjustment performed in DEWETRON's in-house accredited lab. Non-DEWETRON equipment will be calibrated in external accredited partner calibration labs.

### YOUR BENEFIT

- > Accreditation calibration according to EN ISO/IEC 17025 for all your equipment, in one location
- > Calibration and adjustment of DEWETRON systems



# ADDITIONAL SERVICES



## DEWETRON TRAINING ACADEMY

The DEWETRON Training Academy offers single or multi-day training on DEWETRON systems at any of the worldwide DEWETRON offices. Training is designed to demonstrate the complete performance potential of DEWETRON systems as well as to deepen and broaden application know-how through the hands-on instruction of different measurement applications.

### YOUR BENEFIT

- > Learn the performance potential of DEWETRON systems
- > Improved application know-how
- > Hands-on instruction

### ACADEMY CURRICULUM

The academy curriculum includes:

- > Basic metrological instruction about sensors, filters, sampling, and report generation, etc.
- > Measurement software and data analysis instruction
- > Application-specific topics such as FFT measurement, rotary and torsional oscillation, filter, counting procedures, performance measurement, positioning, and video data acquisition, etc.

## TRAINING ON-SITE

The DEWETRON Training Academy also offers on-site training for your DEWETRON system, in your test environment. The training is done with your system, or, DEWETRON can provide a system for on-site training if needed.

### YOUR BENEFIT

- > Focused on your specific measurement system
- > No travel time for you
- > Application specific training topics

## WEBINAR

Interactive webinars are available on a variety of topics ranging from the identification of sensor and signal types via scanning and filter options through to automatic report generation with measurement software.

### YOUR BENEFIT

- > No travel costs
- > No travel time - join the webinar from your workplace





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### QUICK START

A DEWETRON trained technician will activate your system remotely or on-site.

#### YOUR BENEFIT

- > Basic system operation instruction
- > Confidence with the new hardware
- > Transfer of knowledge



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### SECOND LEVEL SUPPORT

Receive the professional assistance of an experienced Application Engineer for your test set-up, during measurement testing and analysis of your measurement data. With this service, priority assistance is guaranteed in order to save you time and facilitate the transfer of knowledge.

#### YOUR BENEFIT

- > Professional assistance for your test set-up and during measurement testing
- > Transfer of knowledge

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### SECOND LEVEL SUPPORT ON-SITE

Second level services may be extended to include on-site service, further shortening guaranteed response times and accelerating the transfer of knowledge.

#### YOUR BENEFIT

- > Short, guaranteed response time
- > Acceleration of the transfer of knowledge

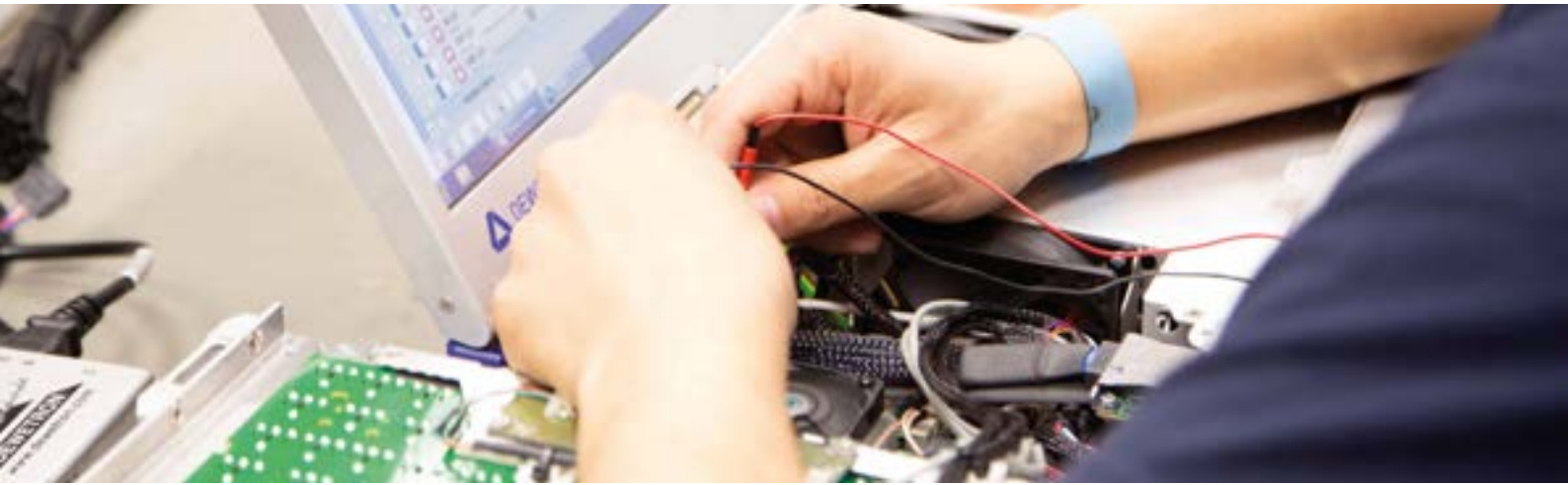


## RENTAL SERVICE

DEWETRON systems may be rented for one-time testing applications. The system will be calibrated, delivered quickly and maintained by DEWETRON, all without an expensive purchase.

### YOUR BENEFIT

- > The newest leading edge hardware
- > Calibrated system



## REPAIR SERVICE

DEWETRON will repair systems within the defined product life cycle.

### YOUR BENEFIT

- > Repair by professional and highly trained DEWETRON technicians
- > Full system check
- > Fast turnaround time

## REPAIR SERVICE ON-SITE

Extension of the standard repair service to include the option of repair at your location.

### YOUR BENEFIT

- > Failure investigation is conducted in the original environment
- > Reduced downtime
- > No need for shipping

## EXPRESS REPAIR SERVICE

Extension of the standard repair service contract on lead times. In addition, the cost of express delivery is assumed by DEWETRON.

### YOUR BENEFIT

- > Reduced downtime
- > No delivery costs



## SYSTEM UPGRADE

Keep your measurement equipment on the cutting edge of technology with a system upgrade. Send us your system and we will upgrade the computer components, configure the system and return it back. Regular system upgrades will increase the lifetime of your system and maintain the value of your investment.

### YOUR BENEFIT

- > Measurement equipment on the cutting edge of technology
- > Increased lifetime
- > Secured value of your investment



## SYSTEM UPGRADE ON-SITE

Extend the system upgrade to include on-site upgrades.

### YOUR BENEFIT

- > Minimized lead time and down time
- > No need for shipping



# CUSTOMER CARE CENTER

## WE CARE FOR YOUR SUCCESS.



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### ABOUT DEWETRON

DEWETRON is an Austrian manufacturer of precision Test & Measurement systems designed to help our customers make the world more predictable, efficient and safe. Our strengths lie in customized solutions that are immediately ready for use while also being quickly adaptable to the changing needs of the test environment and sophisticated technology of the Energy, Automotive, Transportation and Aerospace industries. More than 25 years of experience and innovation have awarded DEWETRON the trust and respect of the global market. There are more

than 20,000 DEWETRON measurement systems and over 300,000 measurement channels in use in well-known companies worldwide. Choosing DEWETRON means, having a partner by your side who accompanies you every step of the way.

DEWETRON employs over 150 people in 25 countries and is part of the TKH Group, a global corporation, that specializes in the development and supply of innovative solutions worldwide. DEWETRON quality is certified in compliance with ISO9001 and ISO14001.



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