

# Lifetime Services



## European Service Centre



### Quality

The objective of the Service Centre is to return the instrument to you in as close to the condition it left the product line as is possible. This is achieved by;

- The replacement of component, board or complete subassemblies (where appropriate) to ensure longevity of repair.
- Any Service Product Improvements are applied, to extend product reliability and operating life.
- Where appropriate instruments are soak tested usually at an elevated temperature (40°C).
- Full functional test is completed often on the original production line test equipment.
- Fault report sent with each repair.
- In-depth analysis of repair data reveals trends which can lead to early diagnosis of product issues e.g. component batch failure.

Repeat failure rates of Service Centre repairs in the 12 months following repair are below 0.5%.

### Warranty

To give our customers confidence in the Service Centre we provide a World Class warranty with each repair;

- 12 months parts and labour warranty for all products repaired under our fixed price scheme.
- This covers the complete instrument, not just the part that failed.
- The warranty service is return to the Service Centre.

This warranty secures the investment you are making in the Service Centre.

### Delivery

Instrument failures often cause problems for our customers, and a speedy repair is often the best resolution. Our service is;

- Standard delivery time is 5 working days from receipt of instrument and purchase order.
- A Premium Repair Service offers 24-hour return for most products, provided receipt before noon.
- Customers who do not have a credit account will need to pay in advance with a cheque or credit card.

Customers can greatly assist in keeping repair times short by supplying the instrument with all the paperwork, in particular giving details of the fault.

### Replacement and upgrades

Should you require the delivery quicker than 5 days we have a range of replacement instruments available;

- Priced at 40% discount against the list price
- Configured to the specification you require
- Full 12 month warranty

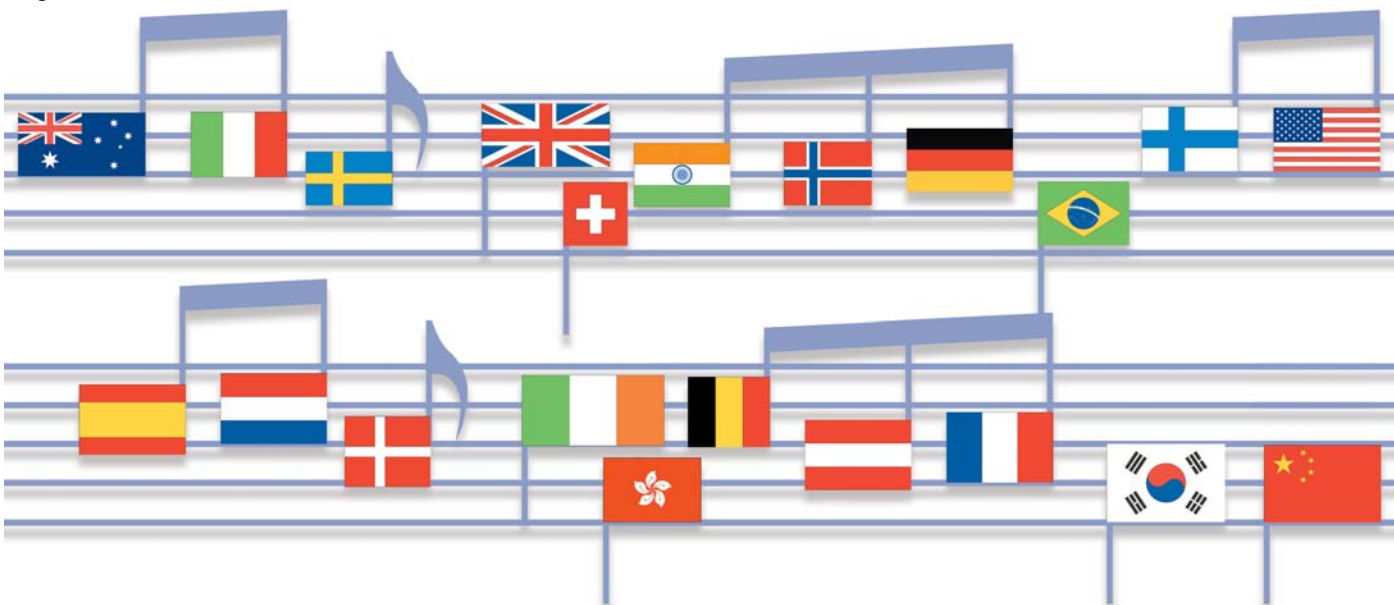
We may be able to supply a later model of the instrument you have sent for repair. Please contact the European Service Centre for more details.



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# Eurotherm: International sales and service

Understanding and providing local support is a key part of Eurotherm's business. Complementing worldwide Eurotherm offices are a whole range of partners and a comprehensive technical support team... a soothing melody to ensure you get a service you will want to go back to.



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