

Our service packages

for your individual requirements



We've matched our service offering to your needs. To this end, our three packages for servicing your test and measurement systems are designed to meet your specific requirements. Because the optimum service package covers exactly the services you demand – no more and no less.

With the **Basic Package**, you get fast support from our specialists when you need a repair, as well as a loaner unit (if necessary) to bridge the gap until the repair is complete. This keeps downtime to a bare minimum.

Our **Advanced Package** includes all that plus annual calibration by our specialists. Regular adjustment of your test and measurement systems ensures consistent test quality and provides a way to prove it to your customers. This package even covers the technicians' travel – no extra charges here.

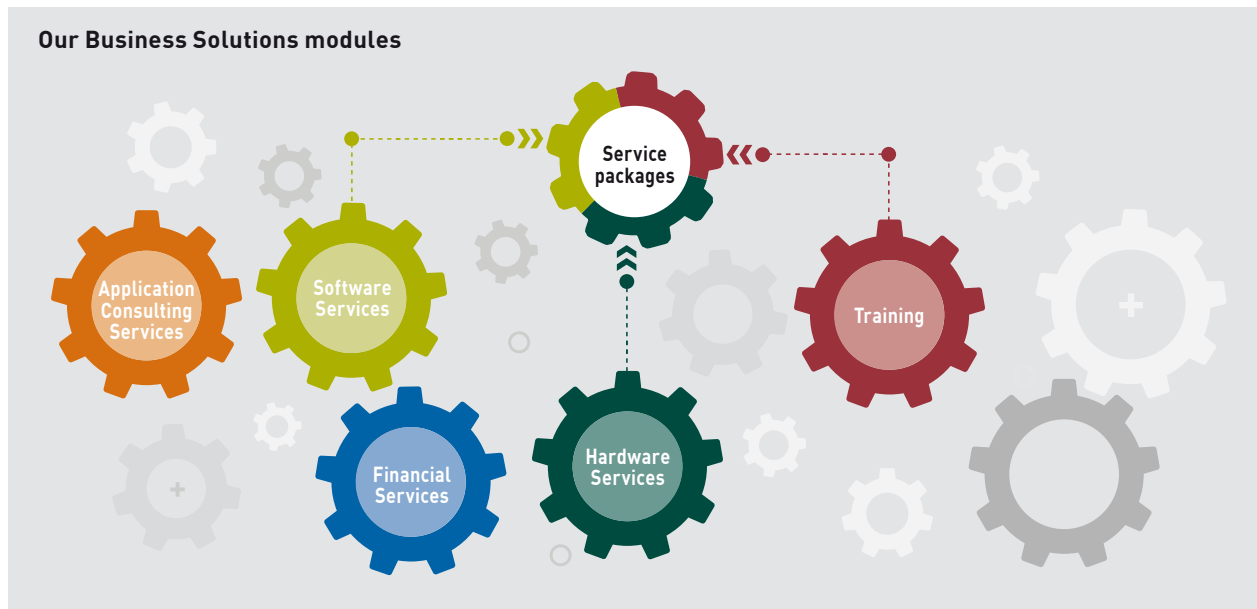
Our **Premium Package** takes service to yet another level. Beyond the offerings of the Advanced Package, it also covers the cost of routine maintenance and repairs* and includes an employee training during the contract period.

Benefits

- Lean processes
- Minimized downtimes
- Defined scope of services
- Fixed contract period
- Consistently high test quality
- QM audit support
- Focus on your core business

Our service packages at a glance

Basic	Advanced	Premium
<ul style="list-style-type: none"> ■ Service coordination ■ Remote support ■ Loaner unit ■ 2-hour response time 	<ul style="list-style-type: none"> ■ Fixed travel expenses ■ Annual calibration ■ Service coordination ■ Remote support ■ Loaner unit ■ 2-hour response time 	<ul style="list-style-type: none"> ■ Repair ■ Employee training ■ Fixed travel expenses ■ Annual calibration ■ Service coordination ■ Remote support ■ Loaner unit ■ 2-hour response time
<p>Available for the following FOERSTER test/measuring systems</p> <ul style="list-style-type: none"> ■ DEFECTOMETER ■ FEREX 4.034 / 4.035 ■ KOERZIMAT ■ MAGNATEST ■ MAGNETOSCOPI ■ MINEX 4.600 ■ SIGMATEST ■ SONODUR 3 ■ SONODUR R ■ STATOGRAPH 	<p>Terms and conditions</p> <ul style="list-style-type: none"> ■ Service package sign-up: Any time ■ Contract start: Always the first of the month ■ Contract period: 3 years ■ Contract termination: Auto-renews unless notice is given at least 3 months before contract end ■ Fixed price: For the 3 years of the contract ■ Dates for training and calibration are set 3 months in advance 	



24/7 service hotline

In an emergency, you can contact our service hotline anytime – 24 hours a day, 7 days a week – via +49 7121 140 222, or write to service.de@foerstergroup.com.

FOERSTER Instruments Inc.

140 Industry Drive
 RIDC Park West
 Pittsburgh, PA 15275, USA
 +1 800 635 0613
sales.us@foerstergroup.com

The FOERSTER Group is being represented by subsidiaries and representatives in over 60 countries – worldwide.