

Hardware Maintenance Agreement

Regular, planned and preventive maintenance for your equipment to perform at optimum levels



DESCRIPTION

Regular servicing of the test equipment shall ensure that it is operating within its original specifications. Additionally, proper maintenance will significantly increase the operating life of the equipment.

Another advantage is the containment of production costs, by reducing unplanned services and shut-down periods.

The service includes:

- Regular check-up visit for assessing equipment performance
- Answering possible questions from the operating personnel
- Certifying the compliance of the equipment with quality and regulatory standards (ISO 17025 calibration)

KEY FEATURES

- Ensure proper functionality of your investment
- Hotline and remote service support
- Replacement of standard wearing parts
- Control of maintenance costs by reducing “on-demand” service and shut-down periods
- On site check-up visit & QA session or training on AESA devices
- ISO 17025 calibration



AESA Cortaillod

SPECIFICATIONS

Duration of contract	2 years as standard or according to user's requirements. Without prior termination, the validity of the agreement shall automatically be extended by one more period and this for an undefined amount of times. The contract can be cancelled in writing by any of the parties, six months before its expiry date.
Check-up of the equipment	<ul style="list-style-type: none">- Hardware check and test according to AESA's recommendation and expertise.- Free of charge replacement of wearing parts. Remark: defective hardware detected during the preventive maintenance visit that are not included in AESA's standard wearing part list will be invoiced separately- Timing of the check-up done in connection with the certification
ISO 17025 calibration	Calibration and release of official certificate
Hotline support Credit for remote connection maintenance, or phone/mail support	4 hours/year
Priority in service	Immediate availability of strategic spares at AESA's premises. Priority hot line on email solicitation and/or phone calls
Price advantage	15% discount on: <ul style="list-style-type: none">- spare parts,- service and/or calibrations performed in our Swiss facilities
Warranty Period	One year on parts being replaced (wearing parts excluded)
Article No	60.0100.0010.0