



# ***WE CARE FOR YOUR SUCCESS***

On Demand Service



On-Line Support



CARE



Extended Warranty

# WE CARE FOR YOUR EQUIPMENT

## Premium Factory Service & Maintenance and Support Packages

We help, when you need it. Competent assistance, directly from the manufacturer and certified partners.

### Your benefits:

- Help on demand. Use our web-based support call for fast resolution.
- Protect your valuable equipment. Profit from factory calibration, preventive maintenance and service.
- Keep your business up to speed. We aim for best-in-class repair turnaround time and on-time delivery.
- Best analyzer performance. We use only genuine Grabner parts, designed for durability.
- Rest assured. All service technicians are factory trained and certified.

### All Analyzers

#### CALCHECK

Calibration Service

#### CALPLUS

Preventive Maintenance  
Check & Calibration

**ORDER** Order / activate through G-TICKET system or purchase order



### REMOTE SUPPORT

Telephone or web-based support calls (max. 1 hour per call)

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1-hour web-training by Grabner support engineer for one of these options:

\* Instrument web-training by Grabner support engineer

\* Guidance on setup of enterprise results database for all Vision analyzers

\* Guidance for setup of LIMS integration for Vision analyzers

**TRAINING AND CONSULTING SERVICES** Choose one of the following options

\* 1-day on-site training by Grabner support engineer (excl. travel costs; max. 10 attendees)

\* 1-day database and method optimisation for IR Vision Fuel Analyzer

**CALIBRATION SERVICE** Calibration Service (excl. costs for IR calibration liquids) \*

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**WARRANTY EXTENSION** Extension to 3 years or a maximum of 50,000 measurements

### MAINTENANCE

Preventive Maintenance Check, including consumables and seals

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Priority maintenance and service, faster turnaround time

Spare parts included during maintenance

Free calibration, final inspection, test & calibration certificate after service or maintenance

### LOANER UNIT

Loaner unit available at charge (€ 990,- per incident)



Loaner unit provided free of charge during repair, ready for dispatch within 24 hours
























**DISCOUNT** 50% discount on additional CAL-, ACCESS- and HELP-Packages

€ 495,-

€ 990,-

\* Surcharge for IR Vision Calibration Liquids: Gasoline - € 690 | Diesel - € 690 | PRO - € 1100



|   | VISION Analyzer Series  |   |   |   |
|---|---|---|---|---|
| ACCESS  | HELP  | HELPPLUS  | CARE  | CAREGOLD  |
| Telephone or web-based support call   | Basic web-based support package   | Full web-based support package  | 3 year warranty extension & CAL-PLUS  | 3 year Gold Care Plan   |
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| 1   | 5   | 5   | 5   | 5   |
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| € 190,-   | € 790,-   | € 1990,-  | € 3690,-  | € 4990,-  |

**Our passion is to outperform people's expectations with reliable innovations. We care for a better world and for your success.**



**We provide high-end measurement instruments, systems and services for resource efficient industries.**

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