

flexible service & support solutions

Calibration

Maintenance

Training

PE.fiberoptics



Pro-Support

Test Equipment After Sales Service

At **PE.fiberoptics**, delivering on our commitment to customers is our number one priority. As an organisation we are all focused directly upon meeting the needs of our customers.

Test Equipment ownership carries an obvious cost: the purchase price. Less predictable are the costs of delay caused by equipment failure, as well as the outlay for maintenance, re-calibration, repairs and upgrades. In today's fast-moving markets, projects are time and task-focused to one aim - achieving the project goals. Often the project requires a measurement facility to be available with minimum downtime and with predictable costs - a great way to guarantee that is to augment your purchase and warranty with one of our **PRO-SUPPORT** packages.

To meet the needs of each customer we can tailor our services to ensure that we offer a complete, end-to-end solution to support each PE.fiberoptics customer. Furthermore, we can provide extensive training to allow your own personnel to carry out most repairs or maintenance work on-site.

Flexible Support Plans

Our flexible support plans offer priority technical support with response time measured in hours. Multiple instruments may be covered under one contract with the option to add equipment at a later stage. Various contracts are available with the following standard features common to all of our support plans:

- Guaranteed response time
- Preventative maintenance schedule
- Annual calibration
- Pro-active scheduling for subsequent calibration
- Free software upgrades where applicable



Comprehensive Plan

This option is customised for QA lab instruments where maximum productivity is required. With this level of service benefits include all of the standard features plus:

- Cover for all direct expenses, all parts and labour
- Annual on-site certified calibration - fully traceable to international standards and fully compliant to manufacturer's ISO9000 procedures

Labour Plan

Customised for QA lab instruments, this plan includes all the standard features plus:

- Cover for all direct expenses and all labour
- 20% discount on parts
- Annual on-site certified calibration - fully traceable to international standards and fully compliant to manufacturer's ISO9000 procedures

Excludes

- All parts

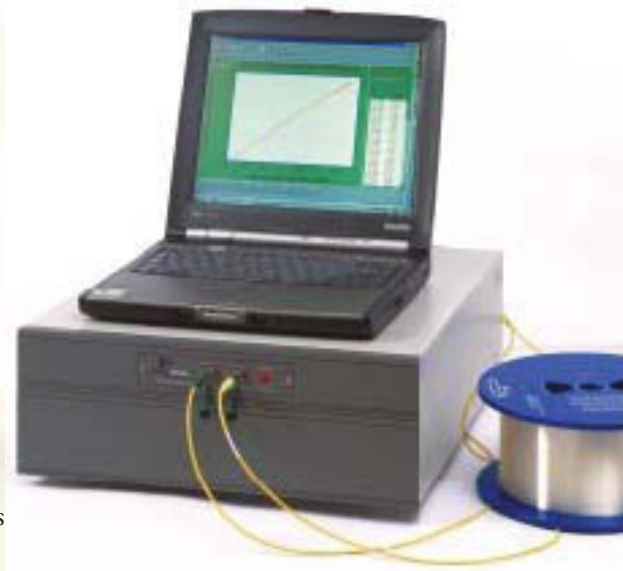
Return to Factory Plan

Targeting our range of field portable instruments, this plan includes all the standard features plus:

- Cover for all parts and labour
- Five day turnaround for repairs
- Annual certified calibration fully traceable to international standards at our ISO 9000 registered factory

Excludes

- Shipping costs



Calibration

On-Site Calibration Service

- This plan is designed to provide calibration for QA Lab instruments and will include annual on-site certified calibration fully traceable to international standards and fully compliant to manufacturer's ISO9000 approved procedures with labelling for subsequent scheduled calibrations.

Factory Calibration Service

- This plan is designed to provide calibration for field portable instruments and will include annual certified calibration at our ISO9000-registered factory fully traceable to international standards with labelling for subsequent scheduled calibrations.





Customer Training

Our dedicated and highly skilled team with proven measurement background will provide 'hands-on' customised training at our UK facility or your designated site.

Benefits include:

- Reduced start-up times
- Reduced downtime
- Increased understanding of your instrument
- Up to date technical information

Network Training

Support Service

Once you have purchased your portable equipment, you can have exclusive access to our unique Training Support Service option. This service will ensure that you obtain the best possible measurement quality under actual project conditions - guaranteeing that measurement results are accurately reviewed and analysed. Our engineers will help to eliminate the need for re measuring links - saving you time and costs.

This service provides on-site advice, training and measurement interpretation expertise as well as simple instruction on the use of the equipment. Normally, the on-site visit is timed to coincide with specific testing tasks during the initial period of ownership. You will have the support of an expert measurement engineer backed up by our renowned industry experts in the field of fiber test and measurement.

For further information on any of the above packages please contact:

PE.fiberoptics

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