



Voyantic

Tagsurance[®] Maintenance Program

Concentrate on your core business as we take care of the measurement equipment and train you to use them efficiently.

- **Confidence**

Access to priority support with professional consulting services gives you confidence that your system is always performing to the highest standards.

- **Reliability**

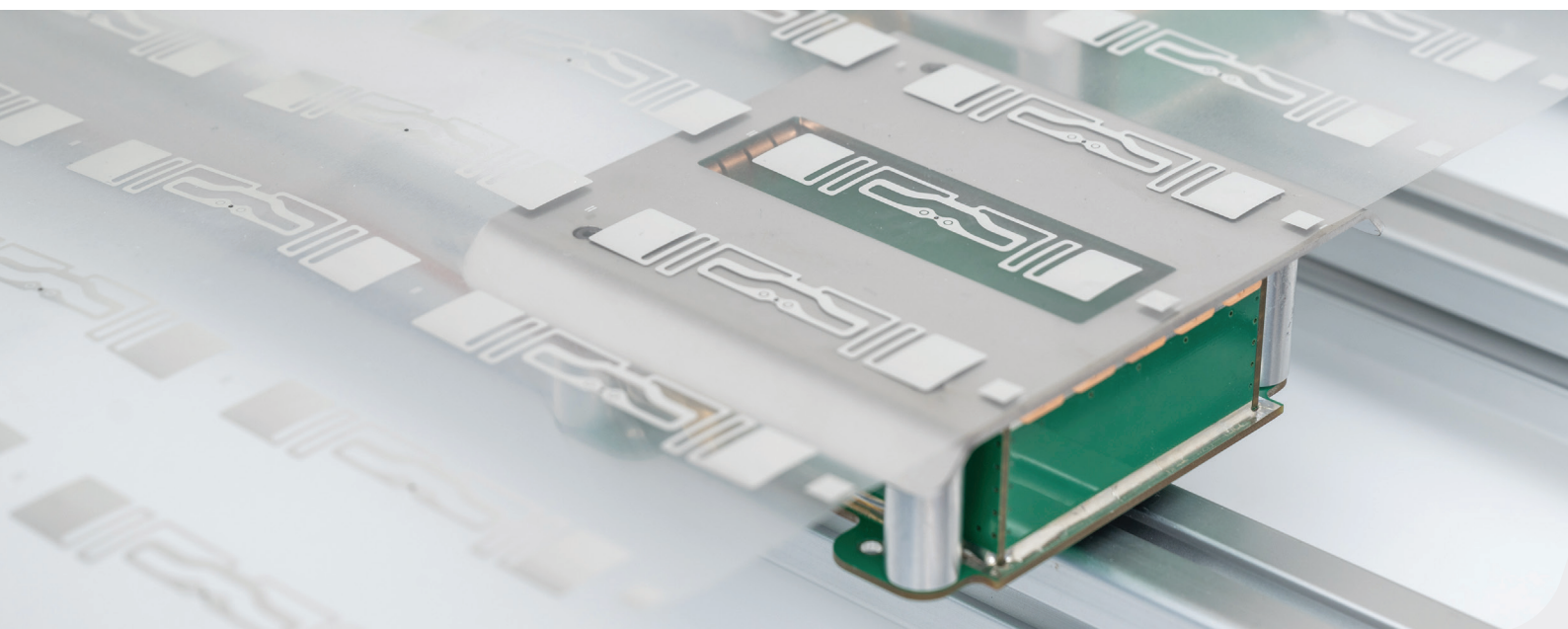
Extended warranty covers all hardware and accessories ensuring reliable, uninterrupted operations.

- **Accuracy**

Annual calibration with Calibration Certificate and a spare device during service ensures you always get maximum accuracy.

- **Continuity**

Access to performance improvements via regular software updates ensures you keep up with the industry development.



TECHNICAL SUPPORT

The online support and training are available through web conferencing, email and phone. Whenever you face a problem, uncertainty or just want to have a second opinion, we are pleased to consult your case.

EXTENDED WARRANTY

Devices enrolled in the maintenance program are eligible for extended warranty. The extended warranty covers any hardware issues induced in normal use. We will either repair or replace your device or accessories and provide you with a replacement unit during maintenance.

ANNUAL CALIBRATION

Maintenance customers are entitled to send their unit for annual calibration to Voyantic. For the period the device is in calibration you will receive a free replacement unit sent to you on Voyantic's account, and sent back on your own account.

SOFTWARE UPDATES

We strive towards continuous development to serve the industry better. To keep on pace with the customer requirements, we release software updates frequently. Maintenance customers receive all software updates without an additional charge.

	NO MAINTENANCE	MAINTENANCE PROGRAM CUSTOMERS
CALIBRATION TRACE	<ul style="list-style-type: none"> Factory calibration of a new device is valid for the first twelve months Calibrations need to be purchased separately 	<ul style="list-style-type: none"> ✓ Annual calibrations done with a traceable certificate ✓ Spare device provided for free during the calibration service
WARRANTY	<ul style="list-style-type: none"> One year standard hardware warranty covering only manufacturing and material errors 	<ul style="list-style-type: none"> ✓ Extended warranty is valid for the entire Maintenance Program ✓ Extended warranty also covers errors and accidental damage beyond material and manufacturing errors*
TECHNICAL SUPPORT	<ul style="list-style-type: none"> Support enquiries available via email 	<ul style="list-style-type: none"> ✓ Online, email or phone support and custom online trainings available upon request ✓ Technical support response time within one business day ✓ Professional consulting on test results available upon request

*Terms and conditions apply

