

Giving You The Service You Need.



SERVICE CONTRACTS

BRONZE | SILVER | GOLD

Service in Line with Your Needs

PTW Service Contracts at a Glance

BRONZE

Extended Warranty

SILVER

Service Checks

GOLD

Total Care



Regardless of whether maintenance contract or an all-inclusive package: Select the best service level to fit your requirements and budget.

BRONZE

The PTW service contract “Bronze” offers prolonged protection against unexpected repair costs after the statutory warranty has expired. Extend your coverage further and benefit from the expertise of our technical support and free software updates.

Your advantages

- ▶ Protection against unforeseeable repair costs
- ▶ Fixed price with price guarantee
- ▶ Increased efficiency through software updates
- ▶ Unlimited access to expert know-how
- ▶ Flexible contract periods

SILVER

The PTW service contract “Silver” combines the advantages of the “Bronze” service package with regular service checks. In addition to priority support and repairs, it includes inspection and calibration of your instruments, as well as free software upgrades. Perfect for those who want to keep their PTW system always in top condition and technically up to date.

Your advantages

- ▶ All the advantages of the “Bronze” service package
- ▶ Flat-rate amount for all services
- ▶ Longer operating life and minimum downtime of your PTW equipment
- ▶ Priority service and support
- ▶ Enhanced performance through software upgrades

GOLD

The “Gold” service contract provides the highest level of protection for your investment which gives you true peace of mind. Building on the “Silver” package, it includes free replacement equipment, covering all shipping costs within the EU. Reduce the risk of unplanned downtime of your PTW equipment during servicing or off-site repairs. Shipment is handled by us, freeing you up to focus on your core business.

Your advantages

- ▶ All the advantages of the “Silver” service package
- ▶ Maximum operational readiness of your equipment
- ▶ Best protection against downtime in case of equipment failure – at no additional cost
- ▶ Administrative and logistical support

Optimum Protection, Maximum Flexibility

Comparison of PTW Service Contracts

SERVICES	BRONZE	SILVER	GOLD
Technical hotline support Unlimited access to support hotline via phone, fax and e-mail			
Warranty extension Free repair and/or equipment replacement warranty			
Software updates Free provision of updated versions of licensed PTW software			
Software upgrades Free provision of further developed versions of licensed PTW software			
Service checks Inspection and calibration of measuring instruments in recommended service intervals			
Priority service and support Guaranteed, faster reaction time to support, service and repair requests			
Loan equipment Fast provision of replacement equipment during off-site repairs and servicing at no extra cost			
Logistical services Free shipping within the EU and full logistical and administrative support in the event of servicing			
Flexible contract periods	1 – 4 years	1 – 7 years	1 – 10 years



Fair Costs, Fair Contracts

Good Reasons for a PTW Service Contract

Predictable costs: Safeguard yourself over the long term with a PTW service agreement against unexpected repair costs and incalculable expenditures. Thanks to a fixed annual fee for all contractual services that we guarantee you for three years, you keep costs under control and make them predictable.

Lifelong performance: Protect the value of your investments with service checks. With regular, properly conducted maintenance, you reduce the risk of downtimes and thus ensure that your high-precision instruments work safely and reliably throughout their life cycle.

Transparent, flexible contracts: You know where you stand with PTW service contracts. The terms and conditions are limited to the essentials and both easy to read and understand. Signing up for a service contract with PTW is quick and simple: Just send us your order – without any further formalities, signatures or complicated agreements. Flexible contract times depending on the service contract you select, as well as a customer-friendly notice period make your decision easier.

For more information about PTW service contracts and other PTW services, visit our website at ptwdosimetry.com/service or contact your local PTW sales partner.

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