



Smart Managed Service Agreement

Customized support for your
systems and sensors

- ✓ Fast order processing
- ✓ Support from expert teams
- ✓ Exclusive benefits and discounts

Top performance

for intelligent sensor testing.

The knowledge and skills of the SPEKTRA specialists in the fields of calibration equipment, exciters, services as well as customized measurement and test systems have been developed and extended for almost 30 years.

The performance of our DAkkS accredited calibration laboratory has reached a leading position worldwide. With our SPEKTRA calibration systems, which are

also used in many national metrology institutes, our laboratory can offer calibration services with highest precision and minimum measurement uncertainty.

The fast pace of technical development and the ever growing complexity of customer requirements are our biggest motivation. SPEKTRA puts You and the solution to Your challenges at the center of our activities.

Based on the experience gained from our extensive range of services, we have developed **all-round carefree service packages** that provide you a wide range of benefits:



Services from a single source



Fast service



Smooth processing



Always up-to-date



Teams of experts on site



Cost-effective packages



Direct and personal



Minimized downtimes



Price advantages and discounts

Overview of our service packages:

	SL01 Basic Technical Support & Software Maintenance	SL02 Extended Technical Support & Software Maintenance
Helpdesk hotline, email and ticket support	Standard 9:00 - 15:00 CET	Premium 7:00 - 17:00 CET
Remote support	max. 2 hours/year	up to 10 hours/year
Firmware and software patches	✓	✓
Firmware and software updates	✗	✓
Delivered system functionalities insurance	✓	✓
SPEKTRA Cloud for documentation & software deploy	✓	✓
SPEKTRA CAMPUS eLearning platform	✗	1 user license
Ticket system and free access to SPEKTRA Knowledge Base	✗	✓

Add-on HM | Hardware Maintenance

- Exchange of wear parts
- Priority repairs
- Remote checks
- 5 % discount on spare parts according to defined list of products
- Field service for maintenance and inspection (on request), incl. 5 % discount on on-site working time

Add-on CAL | Calibration

- Priority run for scheduled and unscheduled calibrations
- 5 % discount on calibration services according to defined list of products
- Call-off contingency for calibration services
- Reminder service for upcoming calibrations (3 months in advance)
- Remote check after calibration and after an update
- ILC participation and discount

Add-on RD | Reduced Downtime Service

When a system is in use 24/7, even one day of downtime can be critical. With our service package, we help you minimize outage time:

- Loan equipment during recalibration or repair services
- Consignment stock for system-critical components
- Priority service for unscheduled repairs
- Call-off contingency for repairs without provisioning fee

The optimal custom package will be assembled from the options listed.

Get more information! We will find exactly the right package for your needs!

3 steps to the all-round carefree service:

- 1 Contact us by phone or email
- 2 Have your customer number and key data of your product at hand
- 3 Our team will take care of your request professionally and quickly

Set up your package and enjoy all the benefits!

@ support@spektra-dresden.de

 +49 351 40024-0

Contact our
after sales team
today!

SPEKTRA Schwingungstechnik und Akustik GmbH Dresden

Heidelberger Str. 12 · DE - 01189 Dresden

www.spektra-dresden.com