



# Service Agreement Plans

Edstrom Service Plans give you peace of mind that your systems will perform as designed. We are proactive in providing excellent and responsive service to meet your maintenance needs.

Edstrom trained and certified technicians are available throughout North America and Europe. Our technicians are specialists at servicing all Edstrom equipment and systems. They understand animal facility operations and work to minimize interruptions in your normal daily procedures. Animal safety and the integrity to your study is paramount during our service visit.

Our sophisticated test equipment is calibrated to the National Institute of Standards and Technology (NIST) traceable standards to assure accurate sensor readouts.

We have Service plans with scheduled inspections, calibrations, and maintenance to keep your systems operating at maximum efficiency, to reduce the potential for water disruption.

## Basic Plan

Annual calibration and system maintenance  
24 hour, toll-free telephone support  
Software upgrades discount  
Defined scope of work; visit schedule  
Parts can be included

## Premium Plan

Calibration and system maintenance scheduled a minimum two times per year  
24 hour, toll-free telephone support  
Software upgrades discount  
Defined scope of work; visit schedule  
Included:

- Parts and shipping, time and travel, software upgrades
- Dispatch priority over unsigned and basic agreement customers
- Next business day emergency service calls available in some areas

### 1 Year Service Agreement

Additional labor & parts discounted  
Software upgrades discounted

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### 3-5 Year Service Agreement

Maximum labor & parts discounted  
Software upgrades discounted

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## Service Agreement Benefits

**Expert technical expertise.** You'll have access to the people who know our technology best and who have a vested interest in your success.

**Priority response.** You receive priority over warranty customers or those without a service agreement, reducing downtime.

**Fixed support cost.** No guessing games when forecasting your budget for maintenance services. Paying for services on an incremental basis may be more expensive for you over time; our bundled services are more economical.

**Convenience.** The administrative paperwork is taken care of up front which means you've avoided delays in establishing a payment vehicle with each service call.

**Safeguards your investment.** Ongoing, comprehensive support coverage helps to prolong and protect your valuable investment.

### **What are the benefits of an Edstrom service agreement versus emergency call-in service?**

There are several major benefits of an Edstrom Service Agreement over emergency call-in service where you would pay full costs after a problem arises. These benefits include:

- Lower total cost of ownership
- Less decline of equipment
- Increased equipment lifespan
- Study integrity
- Animal safety

### **My system is out of warranty—how do I arrange for a service contract?**

Your Edstrom Sales Representative can assist you in obtaining a service contract for any Edstrom system.

**What else does Edstrom offer in addition to service contracts?** In addition to service contracts, Edstrom offers training services for your facility so that you are properly trained on your equipment. Edstrom also has Validation Services and tools to assist you in either achieving or maintaining Good Laboratory Practice (GLP) compliance with your systems.

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[www.edstrom.com](http://www.edstrom.com)

Corporate Headquarters:  
819 Bakke Avenue • Waterford WI 53185 • USA  
Tel: 800 558 5913 • 262 534 5181  
Fax: 262 534 5184  
Email: [edstrom@edstrom.com](mailto:edstrom@edstrom.com)

European Offices:  
PO Box 13 • HEREFORD • HR1 4ZU  
United Kingdom  
Tel: +44 (0) 1432 370 745  
Email: [europe@edstrom.com](mailto:europe@edstrom.com)