

## SERVICE AGREEMENT OPTIONS

Instron Professional Services



### SERVICE AGREEMENT OPTIONS

Instron Service offers a variety of Service Agreement options to help you realize, maintain, and protect the full potential of your testing systems. Instron prides itself on providing accurate and repeatable measurement results in compliance with required standards. Maintaining and servicing your testing equipment will reduce unplanned system down-time and the risk of accidents. Our services will help you capitalize on the full potential of your investment.



#### SCHEDULED SERVICE

Scheduled Service Agreements include on-site calibration and preventative maintenance of your equipment by our local, factory-trained team of Field Service Engineers.



#### REMOTE TECHNICAL SUPPORT

Instron's new RTS (Remote Technical Support) Agreements provide all of the support features of our premium Service Agreements to customers who do not have on-site calibrations or preventative maintenance. Through RTS, priority technical support, IoT technologies, calibration certificates and more are just a click away.



#### CAL PLUS

Cal Plus Agreements are the most popular premium Service Agreement Instron offers. These contracts include on-site calibration and preventative maintenance, as well as priority technical support and discounts on labor and parts for repairs, training and more.



#### COMPREHENSIVE<sup>1</sup>

Comprehensive Service Agreements are the highest level premium Service Agreement that Instron offers for select Instron systems. These agreements provide full coverage of the equipment listed on the contract in the event of defects in material or workmanship.


RTS, Cal Plus and Comprehensive agreements provide coverage for the full term of the agreement and are invoiced at the start of the agreement period.

SERVICE AGREEMENT OPTIONS	SCHEDULED SERVICE	REMOTE TECHNICAL SUPPORT	CAL PLUS	COMPREHENSIVE <sup>1</sup>
<b>SCHEDULED ON-SITE SERVICES</b>				
Preventive Maintenance (if added as a service)	●	—	●	●
Equipment Calibration (if added as a service)	●	—	●	●
N.I.S.T. Traceable Certificates	●	—	●	●
<b>NON-SCHEDULED ON-SITE SERVICES</b>				
On-Site Fee for Repair	—	—	■	●
On-Site Fee for Labor	—	—	■	●
Parts Used During On-Site Visit <sup>2</sup>	—	—	■	●
Priority Response On-Site Service <sup>3</sup>	—	—	◆	◆
Calibration After Machine Repair	—	—	■	■
On-Site Training	—	—	■	■
On-Site Test Method Development	—	—	■	■
System Relocation Services <sup>4</sup>	—	—	■	■
<b>REMOTE TECHNICAL SUPPORT SERVICES <sup>5</sup></b>				
Online Tech Support	—	●	●	●
Direct Verification Reminders	—	●	●	●
Software Update Notifications	—	●	●	●
Direct Downloadable Software Updates <sup>6</sup>	—	●	●	●
Downloadable Software Updates via RTS Portal <sup>6</sup>	—	●	●	●
Calibration Certificates via RTS Portal	—	●	●	●
System Diagnostics via Connect <sup>NEW</sup>	—	●	●	●
Direct Screen Share with Voice via Connect <sup>NEW</sup>	—	●	●	●
Augmented Reality (AR) App Support <sup>NEW</sup>	—	●	●	●
<b>TELEPHONE AND EMAIL SUPPORT SERVICES</b>				
Priority Response Tech Support	—	●	●	●
<b>SERVICES AT INSTRON</b>				
In-House Repair Service	—	—	■	●
In-House Repair Priority Fees Waived	—	—	—	●

- INCLUDED
- NOT INCLUDED
- 30% DISCOUNT ON THIS SERVICE
- ◆ 3 BUSINESS DAYS
- ◆ 2 BUSINESS DAYS
- INCLUDED (REQUIRES INTERNET CONNECTION)

1. Contact your local Service Sales Specialist for equipment eligibility.
2. This agreement does not cover discounts for purchases of software and/or accessories. This discount does not apply to trade-in and exchange items.
3. Priority Response available for customers in zone 4 or lower.
4. System Relocation Services vary based on requested scope of work. Discount offered on pre and post-move calibrations if added to service quote.
5. Remote Technical Support Services depend on the type of Instron system and software you have. To find out more information please contact your local Service Sales Specialist.
6. Software must be at current version to qualify. This includes downloadable updates within the software version. Software upgrades (to new versions) must be purchased.

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