

KEP Technologies is fully committed to ensuring that our customers get the best out of their instruments by providing complete solutions to their thermal analysis challenges.

All of Setaram's instruments are designed to offer you many years of uninterrupted operation along with world class technical assistance from highly qualified engineers for any problem that you may encounter.

Prevention and regular maintenance of measuring instruments are the keys to guarantee their accuracy and positively impact their longevity

As a way to ensure your maximum satisfaction, we offer the following maintenance contracts to meet your specific business and operational requirements:

	STANDARD	STANDARD PLUS	PREMIUM	ULTIMATE
1 Scheduled annual preventative maintenance visit	✓	✓	✓	✓
2 Priority service scheduling for repairs	✓	✓	✓	✓
3 Emergency visit at no additional charge	—	1 visit	*Unlimited	*Unlimited
4 Rod calibration	—	1 rod / year	1 rod / visit	Up to 2 rods / visit
5 Travel fees for emergency visits	—	—	**100% covered	**100% covered
6 Discount on spare parts	10%	12%	15%	***100% covered
7 Discount on consumables	10%	12%	15%	100%
8 Discount on any future contract testing	5%	5%	5%	5%

*On site visit for operation mistake or application support will be invoiced.

**All travel fees including airfare, hotels, and meals are covered under this contract regardless of how many times we may visit for maintenance purposes.

*** All spare parts are included regardless of how many times we may visit for maintenance purposes.