

Priority technical support

Our guaranteed expertise at your service

Vaisala priority technical support service is available immediately when a need arises. Priority technical support increases the uptime of your mission critical operations. This service is available for Vaisala products and systems. The service level will be agreed on a case by case basis to meet your needs.

The service is made available according to the level of the coverage agreed in the service contract. The support can be contacted through different media, based on your needs.

We are committed to providing a suitable solution and making sure that your operation has high uptime. We know your Vaisala systems best. Consult the Vaisala sales manager nearest to your area to find the best solution for you.



Vaisala's offering

- Agreed coverage
- Agreed response time
- Agreed expertise

Customer benefits

- High uptime
- Customized to fit your needs
- No investment in your own specialists
- Vaisala as your specialist

The alternative

- Standard Vaisala HelpDesk
- Train your own specialists
- User and maintenance manuals

How the service is carried out

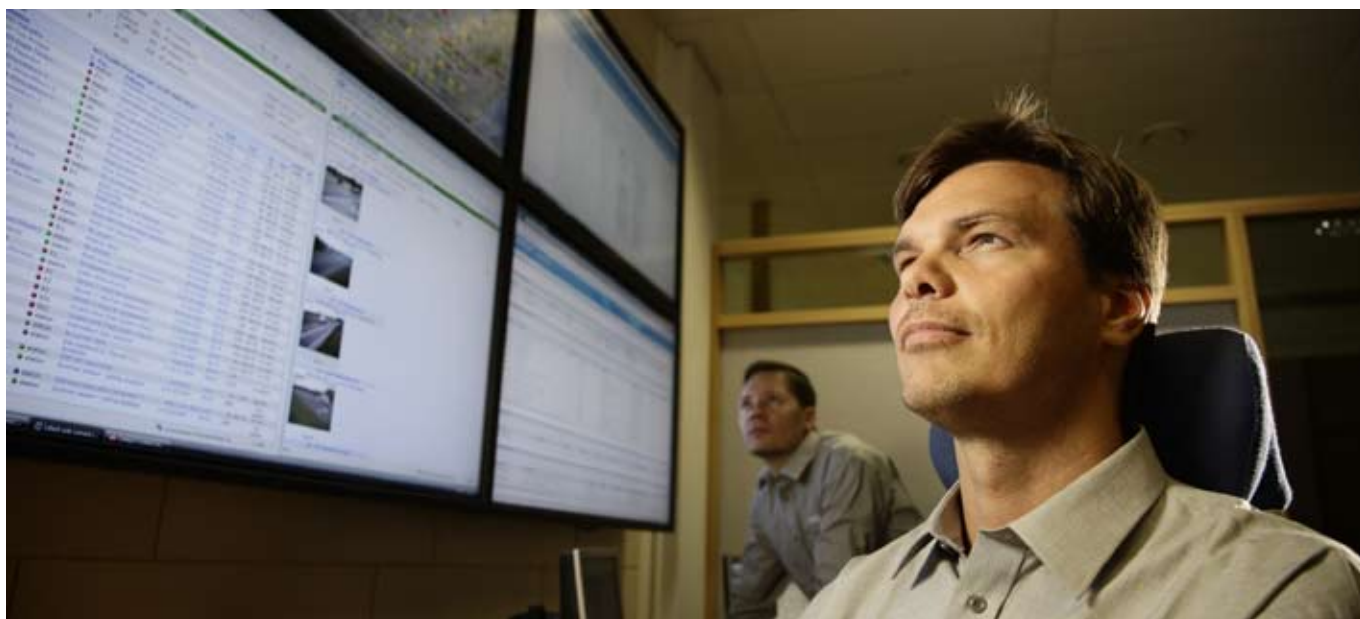
Vaisala technical support expert starts the troubleshooting process immediately after your contact and gives you a solution suggestion, as agreed in your service agreement. The troubleshooting usually requires some dialog, and therefore your readiness and support during the troubleshooting phase speeds up the breakthrough and ensures high uptime for your operations.

Remote monitoring

In addition, Vaisala recommends 24/7 remote monitoring service, which enables remote system monitoring and instant corrective actions before you even notice the problem. The remote monitoring service requires an Internet connection and activation through a service agreement. This option also provides you with performance reports.

Recommended add-on services

- Remote monitoring
- Preventive maintenance
- Express spare part delivery
- Extended warranty
- Repair service
- Onsite repair service



VAISALA

For more information, visit
www.vaisala.com or contact
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