

## Repair Services

### Repairs include complete functionality testing and a six month guarantee

High tech equipment is a long term investment. But observation systems and related equipment may require repairs from time to time. In order to help customers extend the lifecycle of their equipment, Vaisala has developed a global service and repair capability, including professional Repair Services – either on site or at one of Vaisala’s global Regional Service Centers, depending on the customer’s situation.



#### Vaisala's offering

- Fault tracing, measurement and diagnostics
- Repair or replacement of faulty components
- Functionality testing and service reports

#### Customer benefits

- Better value for your investment
- ISO 9001-certified service partner
- High availability of original spare parts
- Six-month warranty on repair work

#### The alternative

- Imperfect system function
- Less than reliable observation data
- Shorter investment lifecycles
- A seldom-needed investment in repair process knowledge
- Broken parts or damaged system may have far-reaching effects

## Vaisala service process

When a repair is required, Vaisala HelpDesk is the first point of contact. Equipment can be sent to a nearby regional service center, or Vaisala may perform the repair onsite. Vaisala can also often access client system remotely, analyzing and solving the problem without the need to move equipment or to send engineers to the site.

Vaisala repair service is always performed by an accredited professional. All measurements, spare parts and functional tests are documented and reported, and Vaisala provides a six month guarantee on the work. When you need repair service, contact your nearest Vaisala regional service center, our global technical support at [helpdesk@vaisala.com](mailto:helpdesk@vaisala.com). Find your regional service center at: [www.vaisala.com/servicecenters](http://www.vaisala.com/servicecenters)

## Recommended add-on services

- Preventive maintenance
- Remote monitoring
- Priority HelpDesk
- Extended warranty
- Express spare part delivery
- Calibration service
- Configuration service



# VAISALA

For more information, visit [www.vaisala.com](http://www.vaisala.com) or contact us at [sales@vaisala.com](mailto:sales@vaisala.com)

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