

## Express spare part delivery

### The spare parts you need, when you need them

If you can't afford downtime, Vaisala can ensure that the spare parts you might need are ready to use, properly stored and ready for express delivery.

If you have high uptime requirements, consider an express spare part delivery service. It will ensure that Vaisala stocks the parts you need, ready for express shipping when needed. Vaisala express spare part delivery agreements normally guarantee parts to express ship within one business day, and often the same day. If that doesn't happen, we will discount your order by 50%.



#### Vaisala's offering

- Vaisala-managed spare part inventory
- Express delivery of spare parts
- Spare parts, ready-to-use when needed

#### Customer benefits

- No investment in expensive inventory
- High uptime
- No obsolete spare parts

#### The alternative

- Invest in your own inventory of spare parts
- Potentially decreased observation system uptime

## Vaisala service process

All relevant spare parts are listed in your service agreement. This way, Vaisala can ensure that parts are earmarked for you, 'ready-to-use' with your system and kept freshly calibrated. When you request a spare part, Vaisala ensures that the part will be express-shipped next business day at the latest.

If they wish, customers can use the same shipping box and return the faulty part back to Vaisala for recycling or repair. Order spare parts covered under your agreement from Vaisala's global HelpDesk at [helpdesk@vaisala.com](mailto:helpdesk@vaisala.com) or call your nearest Vaisala service center, which you can find at: [www.vaisala.com/servicecenters](http://www.vaisala.com/servicecenters). Vaisala will confirm the order and invoice you for the parts once you have received them. If shipping is late, Vaisala will provide you with a 50% discount on the part ordered.

## Recommended add-on services

- Extended warranty
- Repair service
- Remote monitoring
- Calibration
- Configuration
- Software upgrade



# 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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