

Vaisala Weather Radar Services Quality and Availability

Vaisala offers a full spectrum of services for Vaisala Weather Radar customers. These high quality services have been designed to meet specific needs with regard to ease and performance.

The Vaisala service offering will maximize your investment's life-time value and secure the best possible data availability and quality. Through our comprehensive range of services we will manage your investment project and maintain and support your system over its whole life cycle.



Project Services

The first step when upgrading or installing a completely new weather radar, to achieve successful radar operations, is to conduct a site survey to find the optimal position for efficient observation. Vaisala conducts site surveys that cover all the relevant factors; from specifying the site location to the local infrastructure. Vaisala attends to the mechanical requirements and local RF conditions to eliminate possible frequency interference.

Following the site survey, Vaisala Project Management will ensure that the site and customer requirements are fulfilled in the technical design and the configuration of the system. The engineering phase also covers all necessary 'as-built' documentation and interfaces to other systems.

As soon as the system has been produced, Vaisala arranges a factory acceptance test (FAT) with

the customer. During the FAT, the system's functionality and compatibility is tested following Vaisala quality procedures. During the delivery phase, Vaisala provides customised factory training programs, for e.g. meteorologists, radar operators and maintenance personnel.

Following testing and training, Vaisala ships and installs the radar system. The installation is supervised, or fully conducted by Vaisala, per the agreement. In any case, installation is managed by a Vaisala Project Manager to ensure the correct installation of the hardware and software. Then Vaisala performs a Site Acceptance Test (SAT), to verify operation and integration with other systems. Vaisala provides practical on-site training for the customer's personnel for a smooth start and immediate benefit.

Benefits

Vaisala SiteConnect (remote monitoring) provides

- detailed performance reports,
- suggestions for preventive maintenance,
- a reduced downtime in case of failure,
- minimized downtime, and
- savings in time and money.

Vaisala Express Delivery service provides guaranteed next business day shipment of spare parts.

- This saves on inventory and management costs of on-site spare parts.

Project Services	Options	Operation Support Services	Options
Site Survey	✓	Phone Support	✓
Project Management	✓	Priority E-mail Support	✓
Engineering	✓	SiteConnect (remote monitoring)	✓
FAT	✓	Preventive Maintenance On-Site	✓
Installation	✓	Repairs On-site	✓
SAT	✓	Express Delivery	✓
Training (at factory)	✓	Extended Warranty	✓
Training (on-site)	✓	Software Upgrade	✓
		Refresher Training	✓

Operation Support Services

Vaisala offers full life cycle support services, with a variety of options, to achieve the highest availability and quality of measured data. For technical support or other queries, we offer 24/7 access to frontline staff. We also offer engineer-level priority technical support services by e-mail and telephone. Even without priority services, Vaisala HelpDesk responds to technical questions by e-mail within three business days.

Vaisala SiteConnect Service (remote monitoring) provides detailed performance data, proactive maintenance recommendations and, in case of a problem, provides remotely a virtual expert, in order to minimize system downtime.

Vaisala Express Delivery Service provides guaranteed next business day shipment of spare parts. The Vaisala Express Delivery Service alleviates the customer's need to keep spare parts in stock on-site, thereby saving on inventory and management costs on-site. Without the Express Delivery Service, Vaisala delivers according to a standard delivery time for spare parts.

To avoid the variation of annual spare part costs, Vaisala recommends the Extended Warranty Service for the whole system. This significantly improves the forecasting of the overall life-time costs.



Vaisala Software Upgrade Service provides access to the latest software features and improvements to keep your system up-to-date at all times.

Vaisala helps customers to maintain personnel competencies, through training, for the duration of the system's long life-time. Vaisala provides scheduled refresher training courses for operational personnel on-site, or extensive annual training courses at Vaisala. The added benefit is that participants can share their experiences with other Vaisala Radar users.

When needed, Vaisala product experts provide Preventive Maintenance On-site. This includes the necessary mechanical maintenance, check-ups and system calibration. For damaged hardware, Vaisala offers on-site repairs to get the system run smoothly again.

VAISALA

For more information, visit
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