

Vaisala AUTOSONDE® Service Packages

Keep your system up and running. Vaisala offers three optional service packages for the Vaisala AUTOSONDE®. These cost efficient packages ensure the continuity of data output with minimal disruption. These high quality service programs have been designed to meet your specific needs with regard to ease and performance.

A service package will maximize your investment's life-time value and secure the best possible data availability and accuracy. Through our comprehensive range of services we can maintain and support your operations. With three different service levels it's easy for you to choose a package that fits your needs.



Maintenance of an AUTOSONDE®, keeping it up and running.

Silver Service Package

The Silver AUTOSONDE Service Package provides a comprehensive basic set of services to support your operations. With this package Vaisala offers technical support, latest software versions and scheduled delivery of the parts to be replaced annually.

Gold Service Package

The Gold AUTOSONDE Service Package includes all services from the Silver Package, and also provides the necessary on-site maintenance for secure data availability.

Once a year, Vaisala dispatches a field service engineer to carry out scheduled preventive maintenance, anywhere in the world.

Platinum Service Package

The Platinum AUTOSONDE Service Package provides carefree, comprehensive maintenance. This convenient service package allows you to fully focus on your core activities. Vaisala provides everything you need to keep the system functional.

Also, annual refresher training is offered to keep you up-to-date on all aspects of the system.



Service	Silver	Gold	Platinum
Priority E-mail Support	✓	✓	✓
24/7 Phone Support	✓	✓	✓
Software Upgrade	✓	✓	✓
Remote Monitoring	✓	✓	✓
Scheduled Parts Delivery	✓	✓	✓
Express Delivery	✓	✓	✓
Preventive Maintenance On-Site		✓	✓
Repair On-Site			✓
Extended Warranty			✓
Refresher Training			✓

Priority e-mail support

You are entitled to personal e-mail support and we guarantee priority handling. The customer's queries will be handled by engineers with product expertise. Additionally, a response is guaranteed on the next business-day for all functional problems.

24/7 phone support

Service is available around the clock, every day, including all holidays. The Vaisala HelpDesk provides a contact point to trigger corrective actions without delays.

Remote monitoring

With this service, Vaisala can access the system status information remotely and solve problems or specify necessary corrective actions with minimum delay. (This service is available only when a remote connection to the system is available.)

Scheduled parts delivery

Every year Vaisala will deliver the replacement parts needed to ensure the continued validity of the system and sensor calibration.

Express delivery

Avoid the inventory and management costs of system-specific spare parts storage with Vaisala's competitively priced spares solution, which has a next business-day shipping policy.

Software upgrade

Vaisala is continuously and systematically developing its system and embedded software. Through the Upgrade Service you will have free access to the latest applicable versions whenever there are new beneficial features or improvements available.

Refresher training

Vaisala offers full refresher courses, and can also provide customized training to meet your specific needs.

Preventive maintenance on-site

Observation systems need to be calibrated and maintained annually following specific procedures. To avoid the need to invest in the necessary competencies or calibration and maintenance equipment, a Vaisala expert carries out the annual calibration and maintenance tasks, on-site.

Repair on-site

On-site repairs are carried out by trained field-service staff. During the service visit, our expert technician will perform troubleshooting and repairs.

Extended warranty

With the extended warranty, you can avoid the variations in annual spare part costs and significantly improve forecasting of overall life-time costs. The Vaisala Extended Warranty is a convenient way to have peace of mind.



For more information, visit www.vaisala.com or contact us at sales@vaisala.com

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