

Service Packages for the Vaisala Thunderstorm Warning System TWX300

Vaisala offers three service packages for the Vaisala Thunderstorm Warning System TWX300, each of them designed to meet your specific needs in regard to ease and performance. A service package will maximize the life-time value of your system and help ensure the continuous flow of accurate data.

With our comprehensive range of services we can actively maintain and support your system, provide training and spare parts solutions, and keep your software properly configured and up to date. With three different levels of service it's easy to choose a package that fits your needs.



The display of data from the Vaisala Thunderstorm Warning System TWX300.

Silver Service Package

The Platinum TWX300 Service Package provides a premium level of support and on-site services. A preventive maintenance service visit is completed on-site annually, as well as updates to the system software and on-site training.

Gold Service Package

The Gold TWX300 Service Package offers full support to ensure secure data availability. Replacement spare parts are available within one business day, and your system is kept up to date with the latest software revisions.

Platinum Service Package

The Silver TWX300 Service Package is designed for the independent customer. Expert technical support is available for troubleshooting and configuration, and your system is protected with an extended warranty.

Service	Silver	Gold	Platinum
Priority E-mail Support	√	√	√
Phone Support Office Hours	√	√	√
Configuration	√	√	√
Extended Warranty	√	√	√
Software Upgrade		√	√
Spare Parts, Express Exchange		√	√
Preventive Maintenance, On-site			√
Refresher Training			√

Priority e-mail support

This service entitles you to personal email support with access to engineers and technicians with specific product expertise. Priority over standard email support guarantees a next business day response.

Configuration

Our service technicians help customers to better understand their needs and configuration options, and provide updated software files or configuration instructions. System configuration may include custom maps or alarm settings, for example.

Extended Warranty

With Vaisala's extended warranty you can avoid variations in annual spare parts costs and accurately forecast the overall lifetime costs of your system. An extended warranty is a cost effective way to have peace of mind.

Software Upgrade

Vaisala is continuously and systematically developing its system and embedded software. With software upgrades you have free access to the latest applicable software updates whenever new versions or improvements are available.

Spare Parts, Express Exchange

Express exchange is a competitively priced spares-solution ensuring the availability of critical spare parts with a next business-day shipping policy. With express exchange you can avoid lead times and the inventory management costs of spare parts storage.

Preventive Maintenance, On-site

Scheduled maintenance performed by a qualified specialist will help ensure your system is operating properly over its entire life cycle, and will reduce the risk of downtime. This service includes regular system maintenance and occurs at scheduled intervals.

Refresher training

Annual refresher training courses are effective in keeping customers up to date on all aspects of the system. We offer a standard refresher course covering system operation and maintenance, but we can also provide customized training to meet your specific needs, if required.



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

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