

Operation support services

Our operation support services are designed to provide easy access to professional support over the life cycle of the equipment.

Technical support

The Vaisala HelpDesk is a single contact point that handles technical inquiries related to Vaisala's products and systems. Access to technical support ensures that the customer gets professional assistance whenever it is needed.

Preventive maintenance

Preventive maintenance service alleviates the customer's need to invest in competent staff or equipment, and it ensures a continual supply of high quality data. Vaisala provides a preventive maintenance service either on site or at a Vaisala Service Center.

Spare parts

Vaisala ensures the availability of calibrated and tested spare parts. Vaisala offers spare-part management with various response-time options.

Repair

Vaisala offers repair services on-site, and at a Vaisala Service Center. The repair service includes fault tracing, repair or replacement of failed components, and a final testing to ensure functionality according to specifications.

Calibration

High precision instruments need to be calibrated on a regular basis to ensure continued optimal

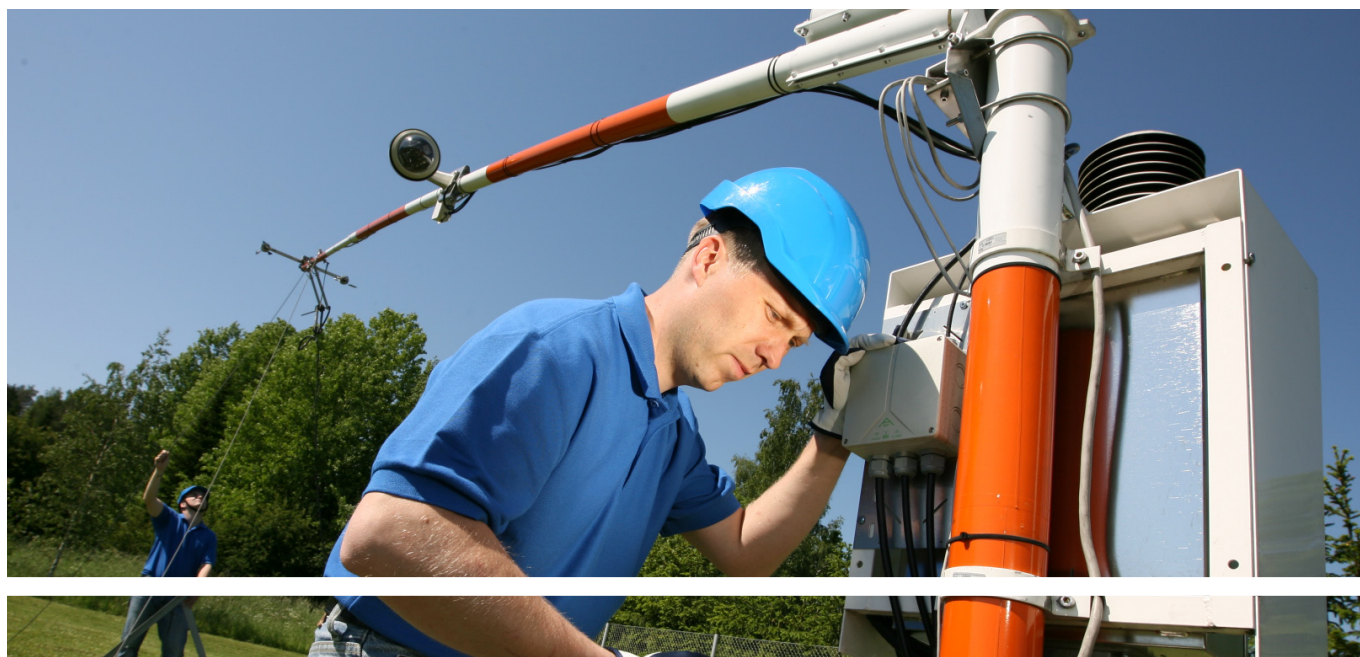
Benefits

- Professional life time support
- Predictable costs
- Maximized data availability and quality
- Long system life time
- Options for maintenance agreement packages
- Extended warranty

performance. Vaisala provides a comprehensive range of standardized and customized calibration services including ISO/IEC 17025 accredited calibration.

Extended warranty

The variation in annual spare part and repair costs can be minimized with Vaisala's Extended Warranty. This enables more predictable budgeting for the customer's business for an extended period of time.



Software upgrade

Vaisala is continuously and systematically developing its system and embedded software. With the Vaisala Software Upgrade Service the customer has access to the latest versions whenever there are new beneficial features or improvements available.

Training

To gain the maximum operational benefit from their investment, customers need to keep their competencies up to date. To facilitate this, Vaisala offers a comprehensive range of training services during the life cycle of the system.



VAISALA

For more information, visit
www.vaisala.com/services or
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