

# Maintenance contracts

KEP Technologies is fully committed to ensuring that our customers get the best out of their instruments by providing complete solutions to their thermal analysis challenges.

All of Setaram's instruments are designed to offer you **many years of uninterrupted operation** along with world class technical assistance from highly qualified engineers for any problem that you may encounter.

**Preventive and periodic maintenance** of measuring instruments are the keys to guarantee their accuracy and positively impact their durability.

## Standard Contract

1 maintenance visit / year

- Scheduled annual preventative maintenance visit
- Priority service scheduling for repairs
- **10%** off spare parts & consumables
- **5%** off contract testing

## Standard plus Contract

1 calibration / year

- Scheduled annual preventative maintenance visit
- Priority service scheduling for repairs
- 1 emergency visit at no additional charge
- 1 calibration / year
- **12%** off spare parts & consumables
- **5%** off contract testing

## Premium Contract

2 emergency visits / year

- Scheduled annual preventative maintenance visit
- Priority service scheduling for repairs
- **Up to 2 emergency visits** at no additional charge\*
- **1 calibration / visit**
- Travel fees for emergency visits **100% covered\*\***
- **15%** off spare parts & consumables
- **5%** off contract testing

*\*On site visit for operation mistake or application support will be invoiced.*

*\*\*All travel fees including airfare, hotels, and meals are covered under this contract*