

# VAISALA

## Life Cycle Services

FOR INSTRUMENTS

# Comprehensive customer care

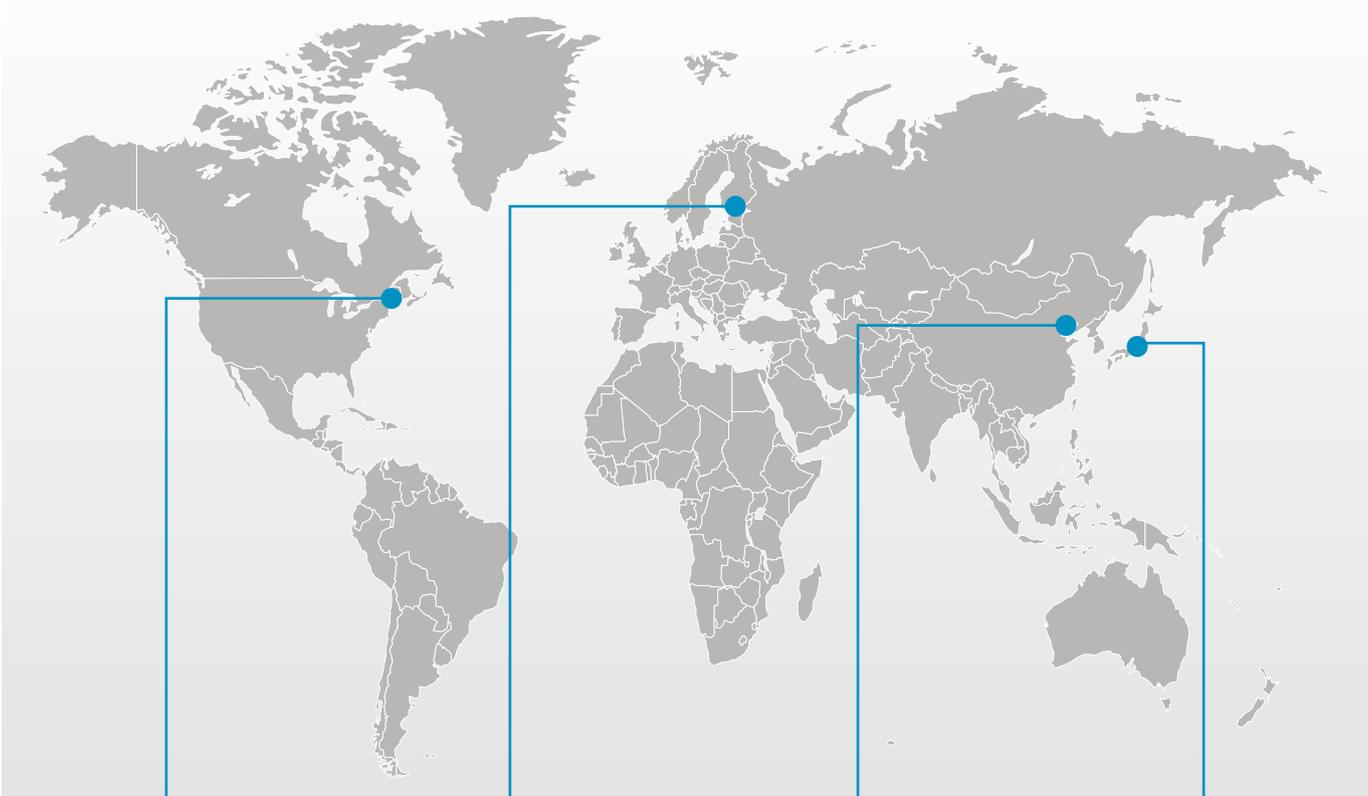
As a manufacturer, we are dedicated to offering comprehensive customer care throughout the entire life cycle of Vaisala measurement devices and systems.

					
Calibration services	Extended warranty	Training services	Maintenance and repair	Instrument modernization	Technical support

## At your service worldwide

- Four service centers
- Global technical support
- Field service

Our service centers are accredited according to world's leading authorities.



<b>Boston Service Center</b>	<b>Helsinki Service Center</b>	<b>Beijing Service Center</b>	<b>Tokyo Service Center</b>
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## Calibration services

Using our calibration services is the most convenient way to ensure that your device will meet the original accuracy specifications. Our calibration options are available for you 24/7 from our Online store throughout the life cycle of your instrument.



### **Original factory calibration performed on new instruments**

In compliance with ISO 9001 requirements

Predefined calibration points



### **Calibration for regulated industries and reference instruments**

In compliance with ISO/IEC 17025 requirements

Predefined/selectable calibration points



### **Configurable calibration for customer-specific needs**

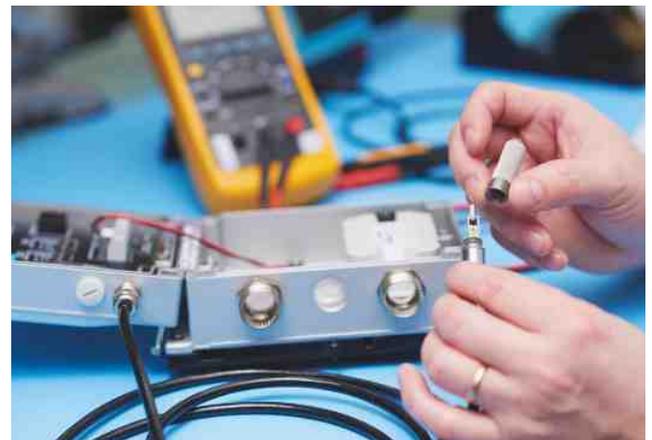
In compliance with ISO 9001 requirements

Selectable calibration points

## Much more than a calibration

All of our calibration options include:

- Functional testing
- Traceable calibration
- Accuracy adjustment as needed
- Filter replacement as needed
- Calibration certificate with as-found and as-left results
- Service report
- Calibration due-date update



Learn more at [www.vaisala.com/calibration](http://www.vaisala.com/calibration)

## Calibration Care agreement

Our Care agreement includes planned calibrations for multiple years. It is the most convenient and economical way to maintain the accuracy of your Vaisala measurement instrument year after year.



Benefit	Care Agreement
<b>Planned calibrations</b> for multiple years	✓
<b>Fixed pricing</b>	✓
<b>Free shipping</b> to and from Vaisala	✓
<b>Priority order handling</b> at the Service Center	✓
<b>Easy return process</b> from the online portal	✓

### Personalize your agreement by choosing

- 1 Calibration**
  - Standard ISO 9001
  - Accredited ISO/IEC 17025
- 2 Number of calibrations**
  - Three or more
- 3 Duration of the agreement**
  - Three or more years
- 4 Payment options**
  - Advance payment
  - Annual invoicing

### How the Care return process works

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**1.** Use the Online return portal or form to get the pre-filled waybill.
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**2.** Send your instrument to Vaisala Service Center by using our free shipping.
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**3.** Calibration is performed at a Service Center with a priority status.
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**4.** Your instrument is returned with a calibration certificate and service report.



## Extended warranty

Provides additional years of coverage beyond the factory warranty:

- Up to five years of additional warranty over the standard warranty period
- Allows for fast and easy use of the warranty process



## Training services

Our training services are based on customers' needs to ensure efficient and accurate measuring operations.

Contact us for training services related to product and system operations, measuring procedures, and maintenance.



## Maintenance and repair

When your instrument requires repair or component changes, select maintenance and repair services that include:

- Fixed pricing
- Performed by professionals using original parts
- Completed with a calibration to meet the original specifications





## Instrument modernization

Even the best measurement devices will eventually need replacing. Our modernization services offer

- An upgrade for the discontinued model
- Special terms for select devices

Instrument modernization is available for selected instruments only.



## Technical support

We are dedicated to providing global technical support to all our customers during the lifetime of their Vaisala products.

- Remote support
- Vaisala experts to help you
- Fast response
- Multiple channels to contact us 24/7
- On-site support on request

## Frequently asked questions about calibration

### ***Why is calibration important?***

- All electronics and sensors drift over time.
- It is important to verify accuracy and make adjustments if needed.
- A calibration certificate is often required by internal or external quality standards.

### ***Calibration versus adjustment?***

- Calibration refers to comparing the output of a measurement instrument against a reference instrument and only reporting the result.
- Adjustment refers to changing the output to correspond the output of a reference instrument.

### ***How often should I calibrate?***

- The most common calibration interval is 12 months but the interval depends on your accuracy requirements, operating environment, and your system's quality requirements.

## Why use Vaisala's services?

As a manufacturer, we offer the most comprehensive services for you. Over 100 Vaisala service and technical support experts are dedicated to ensuring that we will meet the highest quality expectations and audit requirements. Our services are available worldwide with fast deliveries and convenient logistics options. Simply select the order channel best for you and let us take care of the rest.

### Benefits of using our services

- ✓ Original accuracy and performance guaranteed
- ✓ Only original parts and procedures are used
- ✓ All services come with a warranty
- ✓ Transparent pricing and terms
- ✓ Fast service turnaround times and easy logistics
- ✓ One-stop-shop for all life cycle services

## How to order our services?

### ***View and order 24/7 from the Vaisala Online Store***

- Open 24/7/365
- Easily find and purchase services
- Visit us at Vaisala online store [store.vaisala.com](https://store.vaisala.com)

### ***Contact your local service expert***

- Our experts are available to answer all your questions
- Quick and easy quoting according to your specific needs
- Contact us at [www.vaisala.com/support](https://www.vaisala.com/support)

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