

Post Warranty Support Plans



Your organization's test range requirements are constantly changing. Management demands greater returns on their capital investments. Your challenge is to strike a balance between cost and resource management. Yet, if your range is down, so is your business, reducing profitability and customer satisfaction.

Keeping the range up and running optimally while controlling costs is not always easy. You may not have adequate staff to support the facility. Perhaps your quality control department needs a dedicated calibration lab. Your staff may lack the professional training required to address the ever changing maintenance demands.

In commercial markets and defense deployments alike, range usage requirements are growing rapidly. Back in the control room, where this throughput has the greatest impact, engineers and technicians need breakthrough solutions for equipment management that will enable them to stay focused on productive test and measurement activities.

Basic to Comprehensive Support

Each organization's service requirement and budget is based on its scope of technical operations. So we have developed flexible and integrated customer care plans to meet your organization's unique scheduled maintenance, calibrations and repair service needs.



We offer several customer care service plans to help you:

- Reduce product time-to-market
- Streamline maintenance of dedicated resources
- Minimize indirect costs
- Provide flexibility for your unique budgetary and operational needs
- Maximize your organization's professionalism and competitive edge
- Reduce total cost of equipment ownership
- Increase return on equipment investment
- Maintain quality assurance of measurements
- Increase facility availability
- Maintain the value of equipment
- Minimize system downtime
- Maintain critical test program schedules

MI Technologies' post-warranty support services ensure your range and components are operating at maximum efficiency while enabling your organization to apply the vast majority of its resources on testing and product development.

Regular inspections and calibrations deliver multiple benefits to your organization. You extend the life of your equipment and minimize indirect costs, reducing total cost of ownership. Increased system uptime means maximum throughput and optimal scheduling. High-quality measurements are reflected in the quality of your products and services, giving you a competitive advantage.





MI Technologies' Customer Care Plans

Plan Element	TechCare™ Service Plan	TechCal™ Service Plan	AsRequired™ Service Plan
Calibration	<i>Included</i>	<i>Included</i>	<i>Pay as you go (standard labor rate)</i>
Scheduled Maintenance	<i>Included</i>	<i>Included</i>	<i>Pay as you go (standard labor rate)</i>
Repairs	<i>Included</i>	<i>Pay as you go (reduced labor rate)</i>	<i>Pay as you go (standard labor rate)</i>
Travel Costs	<i>Included</i>	<i>Included for Calibrations (Standard rates for repairs)</i>	<i>Standard rates</i>
Field Response Priority	<i>Top priority</i>	<i>Second priority</i>	<i>Third priority</i>

Note: Customers without an active service plan can obtain service after the standard warranty period through a time-and-materials service purchase order. Time and materials are billed at standard labor and travel rates.

TechCare™ is designed for organizations whose range is critical to their organizations. This service plan assures maximum uptime and performance from MI Technologies' equipment. This fixed-price contract takes the guesswork out of maintenance budgeting by covering all the costs for calibration and for both scheduled and unscheduled maintenance.

After you establish an initial purchase order, no other paperwork is required on covered products for the life of the TechCare™ contract. In the event of an equipment failure, simply notify MI Technologies' Customer Support Center. Contracted response time varies by location, but we typically provide a response time of 24-hours for locations within a four-hour drive of a service center, with a maximum response time of 48 hours.

Tech-Cal™ is a flexible service plan designed for organizations with less-demanding requirements. This plan includes two scheduled on-site, fixed price visits per year for calibration and maintenance. Unscheduled maintenance, repairs and other requested service activities are charged at a discounted rate to help you control maintenance labor costs.



AsRequired™ provides the flexibility to request maintenance or services whenever you require them. In general, there are no maintenance tasks scheduled under this service plan.

AsRequired maintenance is billed at our standard rate, with an up-front contracted maximum amount. This economical plan enables you to keep your equipment properly serviced, but eliminates a budget commitment. At the same time, the plan saves days, even weeks, from the time required to coordinate the purchase order approval process.

For more information, contact MI Technologies' Customer Support Service Center.

