

# Option 99/11

## Service Agreement

pendulum

### DATA SHEET

- Yearly functional check
- Yearly calibration of reference oscillator
- Priority repair
- Loaner unit (when available)
- Technical support
- Update of FW, SW and manuals



All Pendulum Instruments products have documented very high reliability. But as an extra insurance, we offer our Service Agreement to ensure that your product always is up-to-date. And that you get priority in our service workshop for calibration and repairs, plus the possibility of a loaner unit, to minimize down-time.

### Secure your investment

The Pendulum Service Agreement is a cost effective way for the customer to secure the investments made in Pendulum Instruments products. The Service Agreement secures periodic controls and calibration of the products and a rapid remedy in the unlikely event of a breakdown. When Pendulum Instruments products are critical for the operation of for instance a production or calibration facility, this service can save large values in otherwise lost revenue.

### Agreement period

Minimum period is 1 year. After the first year, the service agreement can be prolonged yearly until the service agreement is terminated by the customer. Payment is made yearly in advance.

The Service Agreement for a certain product, or group of products, must be purchased simultaneously with the product(s)

### Regions

All countries in Europe, plus some selected countries outside Europe. The list of countries will be continuously updated. For the current list of countries where the Service Agreement can be purchased, please contact Pendulum Instruments, or its local Sales Representative.

### Order number:

Option 99/11: Service Agreement 1 year

### Included

- SW and FW updates during the agreement period
- Update of user's and programmer's manuals during the agreement period
- Technical support (phone or email) whenever needed, with guaranteed 24h response time during normal office hours.
- One functional check per year in the factory test system, including:
  - Calibration of internal reference oscillator
- Priority calibration and repair in our service workshop
- Loaner units during check, calibration and repair if available (on request in advance)
- Freight and insurance costs for transports FROM Pendulum Instruments

Turn-around time (priority) in the service workshop is typically 1 week, except for public holidays, and factory summer closure. The turn-around time is the time between arriving and leaving our factory and does not include transports.

### Not included

- Batteries, cables and external accessories
- Freight and insurance costs for transports TO Pendulum Instruments

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