

ANNUAL SERVICE CONTRACTS (ASC)

The data from Aqua Metrology Systems' (AMS) online analyzers fulfill mission-critical functions of process control, risk management and contract compliance for its clients. With this in mind, AMS after-sales service support aims to maximize the uptime and minimize time to repair its analyzers. Every AMS system is offered with an annual service contract (ASC).

AMS supports its clients with a team of trained and qualified Field Service Technicians who ensure a fast and efficient service response. AMS trains every technician to guarantee quality service. AMS welcomes any suggestions for how it might improve its service.

Annual Service Contracts Provide:

Remote Monitoring for Intelligent Diagnostics

AMS instruments are designed to identify signs of performance deterioration caused by internal or external factors so that AMS and the client are immediately informed and corrective action taken rapidly.

Scheduled Preventative Maintenance (PM)

Scheduled PM ensures consistent accuracy and performance. PM procedures include; thorough cleaning, inspection and planned replacement of key components. AMS will arrange a regular maintenance schedule based on your application. With this approach, the risk of catastrophic failure is minimized.

Parts and Reagents

There is no charge for any replacement parts and reagents, as long as an instrument is covered by an extended warranty along with this service agreement. AMS service technicians carry a stock of commonly used parts for timely instrument repairs.

Engineered Parts/Firmware Updates

AMS is continually challenging the performance of parts and firmware on its instruments. Occasionally, a more optimal part or firmware approach is determined to enhance the instruments reliability and/or accuracy. All of these upgrades are included and are installed without charge during the preventive maintenance visits.

Privileged Call Center

Customers with active agreements are entitled to unlimited phone support.

Reporting of Analyzer Uptime

Available upon request.

Ancillary Equipment

The Annual Service Agreement does not cover ancillary equipment provided by AMS (e.g., air compressors, ambient controlled housing, air-conditioning or heating, laptops).

Aqua Metrology Systems

1225 E. Arques Avenue
Sunnyvale, CA 94085
United States

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CONTACT

t: +1 408 523 1900
e: info@aquametrologysystems.com
w: www.aquametrologysystems.com

