

Commercial Automated Accelerometer Calibration System (CAACS)

Protection plans - Extended warranty and technical support

Features

- Direct technical support
- Available loaner equipment
- Priority service for repairs
- Minimal down time
- Software updates
- Known cost of ownership
- Continued reliable operation of system

Description

For customer convenience, Endevco Sensing Systems offers two CAACS protection plans, for continued support within the laboratory environment after initial product warranty expiration. With loaner equipment options and special access to Endevco's CAACS technical support team, the plans offer a known cost of ownership and a means of accurately budgeting support requirements, ensuring that any technical issues with the system can receive immediate troubleshooting, and be back up and running with minimal downtime.

Our Premium protection plan includes direct support to Endevco's CAACS team, loaner equipment, software updates, hardware repair costs, annual transfer standard calibration, and limited on-site support.



Service plan types

Premium	yearly coverage
Basic	yearly coverage

Service plan features	Premium	Basic
Direct CAACS team support	Yes	Yes
Includes loaner equipment ²	Yes	Yes
Software updates ³ (as released)	Yes	Yes
Includes hardware repair costs ²	Yes	List Price
Annual transfer standard calibration	Yes	List Price
Limited on-site support	Yes	List Price

Refer to notes on the next page

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Protection plans - Extended warranty and technical support

Premium

The Premium protection plan extends the standard Endevco one year warranty for up to 3 years. This option allows the customer to contact Endevco's CAACS support team directly, bypassing the Customer Service Rep. and purchase order process. Also, includes loaner equipment, as well as hardware repairs for specific items. Limited on-site support is included as determined by the CAACS team.

Features:

- Direct, 1:1 phone and email access to Endevco's CAACS support team¹
- Includes loaner hardware shipped Priority Overnight (U.S.) or Express Saver (International)²
³
- Includes software updates (as released)⁴
- **Includes hardware repair costs for specific items²**
- **Includes annual Transfer Standard Calibration. Shipments at customer's expense.**
- **Limited on-site support as determined by Endevco's CAACS support team.**

Part Numbers:

U.S. Only	International	Coverage
CAACS US PREM	CAACS INT PREM	1 year
CAACS US PREM-2	CAACS INT PREM-2	2 years (discount)
CAACS US PREM-3	CAACS INT PREM-3	3 years (discount)

Basic

The Basic service plan allows the customer to contact Endevco's CAACS support team directly, bypassing the Customer Service Rep. and purchase order process. Also, includes loaner equipment.

Features:

- Direct, 1:1 phone and email access to Endevco's CAACS support team¹
- Includes loaner hardware shipped Priority Overnight (U.S.) or Express Saver (International)²
³
- Includes software updates (as released)⁴

Part Numbers:

U.S. Only	International	Coverage
CAACS US BASIC	CAACS INT BASIC	1 year
CAACS US BASIC-2	CAACS INT BASIC-2	2 years (discount)
CAACS US BASIC-3	CAACS INT BASIC-3	3 years (discount)

Notes:

1. Support available during normal business hours. Typical response in 24 to 48 hours.
2. Includes 30701M1, 30702, 34282, 35916, 29602, 42678, 4960A, 4430A, EHM1495, EHM1798, EHM1800.
3. "Express Saver" (international) is next day by close of business. Does not include customs time.
4. Software updates include changes within the same operating system.