

Vaisala Lifeguard TWX300



Secure your Investment with a Vaisala Service Contract

Vaisala Lifeguard TWX300 is a scheduled maintenance program assuring the reliability, availability and optimal performance of your Vaisala Thunderstorm Warning System TWX300. Depend on Vaisala Lifeguard – when uncertainty is not an option.

www.vaisala.com/thunderstormlifeguard

Vaisala Lifeguard TWX300 – Service Contract Options

Vaisala Thunderstorm Warning System TWX300

TWX300 NETWORK	Express Factory Repairs	Extended Warranty	System Configuration	Vaisala HelpDesk and Telephone Support	Advance Exchange	Software Upgrades	Guaranteed Onsite Response Time	Preventive Maintenance	Recurring Training
SILVER	X	X	X	X					
GOLD	X	X	X	X	X	X			
PLATINUM	X	X	X	X	X	X	X	X	X

MAXIMIZE THE VALUE OF YOUR INVESTMENT IN VAISALA TECHNOLOGY

The Vaisala Service Contract is a comprehensive service structure that covers all aspects of preventive and corrective maintenance for Vaisala products.

LIFEGUARD RELIABILITY

Lifeguard is available only from Vaisala. To purchase your Service Contract or learn more contact your Vaisala sales representative or visit www.vaisala.com/thunderstormlifeguard

SERVICE DESCRIPTIONS

Advance Exchange

The Advance Exchange service will maximize system uptime and ensure that mission-critical spare parts are available. In response to an advance exchange request, Vaisala will send a replacement part within one business day via overnight shipping.

Express Factory Repairs

Express Factory Repairs is a service that ensures 14 days repair cycle time.

Extended Warranty

Keep your system protected with an Extended Warranty. Vaisala will continue to provide repairs and replacements for defective parts after the initial one year warranty has expired.

Guaranteed Onsite Response Time

Guaranteed Onsite Response Time is a fast response corrective maintenance service for Vaisala Thunderstorm systems. When this service is requested a Vaisala Service Engineer will commence traveling within three business days.

Preventive Maintenance

Preventive Maintenance is performed at the customer's site. It ensures that your Thunderstorm Warning System operates at its optimum level. Vaisala service engineers will provide maintenance at agreed intervals, with technical and operational tests tailored for each customer.

Recurring Training

Recurring Training is a program tailored for each customer that provides technical support, advice on operation and maintenance, or other requested training. This training is conducted by a Vaisala service engineer at scheduled intervals.

System Configuration

A Vaisala service engineer will be available to assist with any hardware changes or software configuration, so you can be confident your Thunderstorm System is optimized at all times.

Software Upgrades

Software Upgrades is a service whereby Vaisala provides the customer with software and documentation upgrades for Thunderstorm Warning Systems covered by a valid Vaisala Service Contract. When new or updated product software release is available, we will send the software upgrade and related documentation.

Vaisala HelpDesk and Telephone Support

Our service team is committed to customer satisfaction. A dedicated Vaisala Service Engineer will be available to assist with any questions or problems you may encounter. Most questions sent via fax or email will be addressed within one business day.

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