

## Veriteq Service Programs

Veriteq provides a number of services to support our Precision Data Loggers and viewLinc Monitoring Systems. Services include:

- Long Term Calibration Plans
- Onsite Training, Validation, and Installation Support
- Data Logger Rentals
- Onsite Temperature Calibrations
- Extended Warranty

## Long Term Calibration Plans

Veriteq's long term calibration plans are designed to conveniently and easily facilitate the recommended annual calibration of Veriteq data loggers to ensure that they maintain proper function, provide quality performance and superior measurement accuracy.

Veriteq's 3-Year and 5-Year prepaid calibration plans may be purchased at any time and provide a cost-effective opportunity to invest in a long term calibration program at a significant saving while ensuring that your equipment maintains its precision and accuracy for optimum performance.

Features	Benefits
Cost-effective plans	The 3-Year and 5-Year Plan respectively provide a significant cost saving over pay-as-you-go
Annual calibrations	Ensures continuing, accurate, reliable measurements
Automatic reminder notice	Veriteq will notify the customer when the next calibration is due, avoiding missed calibrations and "out-of-cal" equipment
Pre-paid plans provide a fixed price	Avoid future calibration service price increases and the need to seek budget approval each year
Known long term cost of ownership	The costs of maintaining the accuracy, performance and integrity of your Veriteq data loggers is known for up to 5 years
Convenience	Veriteq's pre-paid plans eliminate the need to obtain subsequent quotes and approvals
Accredited Lab	Calibration lab accredited to A2LA for ISO/IEC 17025 and ANSI/NCSL Z540-1 standards
NIST Traceable Certificate	Each data logger is returned with its own A2LA accredited NIST traceable certificate

### **Onsite Training, Validation & Installation Support:**

On-site “train-the-trainer” services will ensure that your viewLinc installation is performed smoothly, without hassle. In addition to providing hands on assistance, we ensure that an effective knowledge transfer occurs so that your in-house staff can handle future configuration changes. While onsite, we can also execute the Veriteq software IQ/OQ protocols.

The cost for onsite Training and Installation Support is \$1000 per day, minimum of two days, which does not include expenses related to air travel, hotel, meals and other forms of transportation. Time spent for travel will be billed at 50% of daily rate.

Following onsite training, Veriteq provides remote support via email, phone, or Webex, at no additional charge.

### **Rental Program:**

Renting data loggers often makes sense for those with short-term projects such as mapping or validation. One month is the minimum rental period with rates as follows:

#### Rental Rates:

20% of Logger purchase price/month plus one time Calibration Fee of \$100/logger  
Software is also rented at 20% of purchase price.

#### Option to Purchase following rental period:

A portion of rental fees already paid can be applied to purchase the data loggers.  
100% of first month rental (\$100 calibration fee does not apply), 50% of following months.  
Rental fees may be applied up to a maximum of 66% of purchase price.

### **Onsite Temperature Calibrations:**

Calibrations are typically performed on a yearly basis. While most customer send their data loggers to Veriteq’s in-house calibration lab, those with larger systems may find it more practical to have Veriteq come onsite. This has the benefit of minimizing disruption to the system, and completing the calibrations quickly. Pricing depends on type and number of data loggers. Please note that humidity loggers cannot be calibrated onsite.



**Extended Warranty**

Under Veriteq's Extended Warranty Program, we will repair or replace at our option, all covered Veriteq data loggers requiring service, subject to certain conditions, for a three-year period beyond the product's original standard two-year manufacturer's warranty.

The extended warranty program applies to data loggers that are less than two years old from the date of initial purchase with special pricing offered if the Plan is purchased within the first 30 days of acquiring the data logger.

<b>Features</b>	<b>Benefits</b>
Extended warranty	Extension of the original two-year warranty by three years
Long term product coverage	Assurance that your Veriteq data logger is protected and will be examined and repaired by Veriteq technicians
Cost-effective coverage	Cost savings over per-incident repairs
Includes all parts and labor	All inclusive warranty service by highly trained Veriteq technicians
Accredited Lab	Calibration lab accredited to A2LA for ISO/IEC 17025 and ANSI/NCSL Z540-1 standards

For more information on Veriteq Services, please call us at 1-800-683-8374, 604-273-6850 or on-line at [www.veriteq.com](http://www.veriteq.com).

