

Service Packages for the Vaisala Fixed Site Observation System AWS520

Keep your system up and running! Vaisala offers three service packages for the Vaisala Fixed Site Observation System AWS520. These packages ensure the continuity of data output with minimum disruption.

These high quality service programs have been designed to meet your specific needs with regard to ease and performance. A service package will maximize your investment's life-time value and secure best possible data availability and accuracy. Through our comprehensive range of services we can maintain and support your system. With three different service levels it's easy for you to choose a package that fits your needs.



Platinum Service Package

The Platinum Fixed Site Observation System AWS520 Service Package is intended for time-critical operations support, where the customer expects expert support at all times. With this package Vaisala is your trusted partner; in staff training and in operations.

Gold Service Package

The Gold Fixed Site Observation System AWS520 Service Package offers full support. With this comprehensive package Vaisala provides you with all the necessary maintenance for secure data availability. It also ensures rapid delivery of spare parts, and software updating.

Silver Service Package

The Silver Fixed Site Observation System AWS520 Service Package is intended for the independent customer. With this package Vaisala provides back-office support and rapid spare part availability.

Service	Silver	Gold	Platinum
Software Upgrade	√	√	√
Priority E-mail Support	√	√	√
Express Exchange	√	√	√
Repair On-Site		√	√
Preventive Maintenance On-Site		√	√
Refresher Training			√
Extended Warranty			√
24/7 Phone Support			√

Software Upgrade

Vaisala is continuously and systematically developing its system and embedded software. Through the Upgrade Service you will have free access to the latest applicable versions whenever there are new beneficial features or improvements available.

Priority E-mail Support

You are entitled to personal e-mail support and we guarantee priority handling. The customer's queries will be handled by engineers with product expertise. Additionally, a response is guaranteed on the next business-day for all functional problems.

Express Exchange

You can avoid the inventory and management costs of system-specific spare part storage and purchasing. Vaisala offers a competitively priced spares-solution, which has a next business-day shipping policy.

Repair On-site

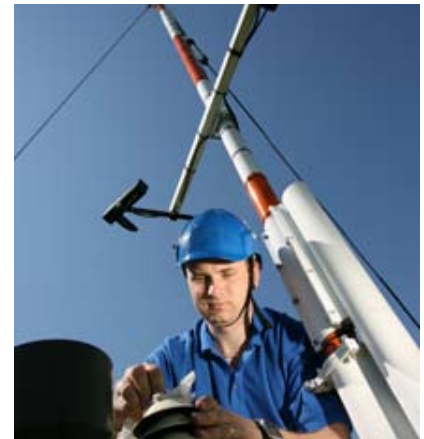
On-site repairs are carried out by a qualified maintenance staff. During the service visit, our expert technician will perform troubleshooting and repairs.

Preventive Maintenance On-site

Vaisala systems need to be calibrated and maintained annually following specific procedures. To avoid the need to invest in the necessary competencies, or calibration and maintenance equipment, a Vaisala expert carries out the annual calibration and maintenance tasks, on-site.

Refresher Training

Annual refresher training courses are effective in keeping customers up-to-date on all aspects of the system. Whilst we offer full refresher courses, Vaisala can also provide customised training to meet your specific needs, if required.



Extended Warranty

With the extended warranty, you can avoid the variations in annual spare part costs and significantly improve forecasting of overall life-time costs. The Vaisala Extended Warranty is a cost effective way to have peace of mind.

24/7 Phone Support

Service is available around the clock, every day, including all holidays. The Vaisala HelpDesk provides telephonic support to help you resolve problems that can be identified and reproduced, and also to identify the source problems that are difficult to reproduce.

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