



INDUSTRIAL RESEARCH AND DEVELOPMENT

SERVICE COVERPLAN

● Annual Service and Calibration when due

- Service and Calibration of IRD Balancing Machine Systems and Lexseco Core Loss Testers
- Quality service by factory trained technicians with ready access to manufacturer's original spare parts
- Automatic reminder of 'calibration due' date
- Calibration traceability to manufacturer's Standard reference and approved procedures
- Extended operator training on machine operation and balancing applications
- Assessment of existing capability and condition of equipment with recommendations for on-going maintenance and development

● Preferential rates for service and calibration. Charges will only be payable after the service is completed

- Pre-agreed rate will be charged only when service visit is completed
- Discount on spare parts and consumable items used

● Extended Warranty

- A system commissioned by IRD and serviced under COVERPLAN qualifies for THREE YEAR WARRANTY at no additional cost

● Priority response to Emergency Call-outs and Repair facility

● Provision of 'on-loan' instrument if we are unable to turn-round an instrument repair within 5 working days (Subject to availability)

● Helpline for technical support and assistance with applications

- Extended support may be chargeable

● Preferential pricing for updates and upgrades



COVER DETAILS

COVERPLAN is designed to provide customers with a comprehensive and cost effective service package to ensure correct operation, and a long reliable service life of all equipment. IRD will schedule and carry out routine maintenance and calibration visits and will provide priority response to any emergency requests in the event of machine breakdown or equipment requiring repair. As part of our service we provide operator training and assist with application specific support.

Cover will be automatically renewed on each anniversary of the start date in order to ensure continuity of service. (IRD will advise any changes in charge rates before undertaking service visits. The customer retains the right to decline renewal or to cancel at any time.)

All service work is undertaken subject to IRD standard terms and conditions of service. Any spare parts or products provided are subject to IRD standard terms and conditions of sale.

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