

Maintenance contract



*A support solution for each service you need,
depending on the nature of your activity.*

Micropross Customer Service

Peace of mind: we always have your back.

Micropross substantially invest in their customer support service, allowing us to propose an unmatched customer experience.

We know how it is important for you to get a reactive and expert quality answer to your support requests. To give you support at any time of the day, no matter where you are, Micropross relies on its support engineers dispatched all over the world, **on the Asian, European and American continents.**

Micropross is committed to providing unsurpassed service to its global customers. We have defined **several maintenance packages**, with services going from a simple FW/SW update or HW repair, to on-customer-site support or supply of a replacement tool, **at attractive prices** when compared to purchasing services individually.



FW/SW Package



The FW/SW package is the first step to benefits from Micropross maintenance services portfolio, it includes **FW/SW updates and world class technical support**.

Every hour in your day is important, and you need to get a **direct answer to your demands**.

Receive support for your test equipment from those who have designed it. All around the world, our experts will give you the **most efficient responses at any time of the day**.

Our technology evolves every day, and Micropross strong involvement in the standardization committees will allow you to keep your equipment up to date in case of specification changes. We are also strongly **focused on customers' evolution requests**, and we take them into consideration to enhance our products. **Software updates** include bug fixes, but also new features, to help you gain in productivity.

Choose the FW/SW package if you are still covered by the HW warranty, and need to get in touch with our experts !

FW/SW/HW Package



The FW/SW/HM package is the standard contract in Micropross maintenance services portfolio, when the initial HM warranty is over. It includes **FW/SW updates and world class technical support**, but also **HW coverage**, in order to cover the repair of any hardware failure.

Keeping repair costs under control is something capital when you work with yearly budgets. By having your tool covered by a HW extended warranty, you will avoid any surprise if you face an issue, and don't lose time with administrative Purchase Orders processes.

The FW/SW/HM package is definitely the right choice to get full **support with a controlled budget**, as you will keep in touch with our experts, receive regular updates, and enjoy the HW repair fees included.

Gold Package



The Gold contract is our most comprehensive service solution for providing full budget security.

Customers for whom the constant availability of their Micropross tools is critical can subscribe to the Gold package. This exclusive package service features **premium services**, such as a prioritized after **sales service processing**, a **yearly calibration** to ensure of the accuracy of your testers, and the **loan of replacement equipment** during the after sales processing (HW repair, calibration...).

All around the world, our experts are ready to handle their support demands as a priority, at any time of the day. This package also includes **minor and major FW/SW updates**, to follow our technology changes and customers' evolution requests.

The Gold package includes all HW repair fees, as well as a yearly calibration to ensure the accuracy of your measurements. All these costs are included, **to avoid any budgetary issue**.

The Gold Package is definitely the right choice to protect your investment, your budget and ensure your peace of mind. It is the best way to benefit from our exclusive services, and state-of-the-art-support system.

Our maintenance contract offering

	Package 1 FW/SW	Package 2 FW/SW/HW	Gold Package FW/SW/HW
Access to our heldesk (online, phone)	★	★	★ <i>With priority answer</i>
Online access to our FW/SW updates	★	★	★
Repair in case of hardware failure		★	★
Dedicated interlocutor, to assist in the logistic tasks			★
Prioritised after sales service			★
Supply of a replacement tool during repair and calibration procedures			★
Yearly calibration (upon request)			★ <i>Calibration reports available (excluding ISO 17025 service)</i>
Free accessory exchange (upon reception of the defective one with a maximum of 1 unit/year)			★
One single phone number and one dedicated online platform to centralize all your requests			★
All logistic costs included			★

Our vision

Your Micropross experience does not end once you have acquired one of our products. Experience matters, and for over 30 years, Micropross has been providing its customers with peace of mind. Our comprehensive services and support will give you the opportunity to get the most out of your Micropross equipment, while protecting your investment.

Contact us to get your equipment covered by a maintenance contract

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