

# SERVICE AND SUPPORT





# SMARTER SUPPORT. SMARTER SOLUTIONS.

LINK not only develops both testing services and test equipment, but also offers an equally wide range of dynamic and scalable support options. LINK can provide the customized service and support you require from individual as-needed repairs, to complete preventive maintenance plans. We can even manage and operate your entire laboratory or testing facility, in all its facets, for a total, **turnkey solution**. In fact, you might also consider locating your equipment in LINK's in-house facilities, and have us manage and maintain your assets for you.

Maintaining laboratory or testing facilities is a constant battle to balance machine downtime, maintenance, staffing, and other factors, but through our technical expertise from running our own global testing facilities, we extend our vast experience and knowledge to all your service and support needs.



LINK provides business solutions that enables our customers to structure the smartest overall service strategy for individual applications, business models, and budgets.

LINK technicians have a vast knowledge base, building on 85 years of testing experience, making us uniquely equipped to support and service your testing operations.

Our after sales service starts right when we install the test equipment. Our comprehensive startup services ensure that our customers are up and running immediately. From there, we provide unending support with in-depth field services and parts services. We take every measure so your laboratory is operating as efficiently as possible. If there is a problem with your equipment or software, our team will work tirelessly to get you back up and running in no time.

## AFTERSALES SERVICES

Field Service

Parts

Startup  
Services

Field Repair

Software  
Support

Calibration

Preventative  
Maintenance

Extended  
Warranty

Parts Sales

Parts Repair

Equipment  
Commissioning



The worst thing that can happen in a testing laboratory is expensive equipment that goes out of commission. That's why we provide field repair services aimed at responding to and resolving the issue as quickly as possible. No matter which package you select, Preferred or Premium, you will receive discounts on parts and labor, as well as have direct access to our LINK team for any software, technical, or calibration need.

## FIELD REPAIR

DETAIL		SERVICE AGREEMENT LEVELS	
		PREFERRED	PREMIUM
SERVICE SUMMARY	Time & Material Based Support	X	X
	Priority Scheduling	X	X
	Direct Access to Dispatch	X	X
	Direct Access to Remote Technical Support	X	X
	Software Agreement	X	X
	Preventive Maintenance Inspection	X	X
	Calibration performed by LINK	X	X
BENEFITS	10% Discount on Labor	X	X
	5% Discount on Parts	X	X
	10% Discount on Software Agreement	X	X
	10% Discount on Preventative Maintenance	X	X
	24 hour onsite support or its free guarantee*	X	





LINK has state-of-the-art testing software that seamlessly manages your testing laboratory. Our ProLINK control and data acquisition software, paired with our Laboratory Information Management Software, LabLINK, works to provide our customers with an interconnected experience like no other. Our software package is designed to best support our customers by educating our users, maintaining up-to-date systems, and resolving any issues that arise.

## SOFTWARE SUPPORT

DETAIL		SOFTWARE AGREEMENT		NO AGREEMENT
		PREFERRED	PREMIUM	
SOFTWARE UPDATES	Software Update Alerts	Included	Included	
	Software Updates	Included	Included	
	Security / Operating System Alerts	Included	Included	
	Online Software Update Training	Included	Included	
TRAINING	Online Training Sessions	Included Unlimited Seats	Available Paid Access	Available Paid Access
	SW Training @ LINK	Included 5 Seats/yr	Available Paid Access	Available Paid Access
REMOTE SUPPORT	Base Software Issue Resolution	Included	Included	
	Call-in Support @ +1734-GET-LINK	Included	Included	
	Email Support @ swsupport@linkeng.com	Included	Included	
	Scripting & Report Template Troubleshooting	Included		
	Access to Industry Test Scripts	Included		
	Access to Industry Test Report Templates	Included		

## CALIBRATION

LINK ensures that your equipment is precisely calibrated to minimize measurement uncertainty and drift, as well as reduce potential costs from manufacturing errors.

LINK provides IEC/ISO 17025 accredited calibration service for your test equipment, whether you are testing at your facility or ours. Our test equipment is calibrated as a complete system to guarantee the data acquisition system is operating at peak performance. Our calibration services are available on an annual or on-demand basis.

Calibration Service includes, but is not limited to:

- Force
- Torque
- Pressure
- Temperature
- Humidity
- Encoder
- (speed, fluid displacement, slip ring...)
- Capacitance Sensors
- Data acquisition systems



## PREVENTATIVE MAINTENANCE

Providing preventative maintenance helps to avoid potential shutdowns in the future and keeps your equipment running smoothly. Our teams care about your testing laboratory as much as our own, and understand the importance of staying ahead of the curve. That is why our preventative maintenance offerings include annual health checks, inspections, running inspections, and repair as needed.

PRODUCT	DETAIL	SERVICE AGREEMENT LEVELS
<b>HEALTH CHECK</b> (What is the current performance of your equipment?)	Link will perform full preventative inspection followed by checkout test on the equipment in question and issue health reports showing how equipment is operating in terms of performance relative to a new machine along with recommendations.	Annually
<b>INSPECTION</b>	LINK will perform complete inspection of equipment and perform annual preventative maintenance items as recommended per OEM. LINK will provide a report with recommended action(s) customer should take to remedy any and all issues discovered during equipment inspections.	Annually
<b>RUNNING INSPECTION</b>	LINK will perform onsite observation, assessing equipment while under normal operation and provide report with recommended action(s).	Annually
<b>REPAIR</b> (Requires Field Service Agreement or quotation & PO post inspection)	Repair of any / all items identified from Running Inspection / Inspection / Health Check	Annually

With LINK's preventative maintenance, you will no longer have to worry about unforeseen equipment downtime, and will experience the benefits of:

- Identifying potential issues before they lead to downtime
- Reduced costs through lessened unscheduled downtime
- Reduced safety risk
- Visual and physical inspection of machines along with oil sample testing
- Complete and detailed reporting as well as a maintenance checklist on the machine status

## PROTECT YOUR ASSETS WITH A LINK EXTENDED WARRANTY (LEW)

When you're looking for the highest level of repair cost protection at a competitive price, a LEW is the solution. We provide extended warranties on existing LINK equipment.

### ADVANTAGES OF A LEW

**Reduced Downtime** – When mission-critical test equipment breaks down, it can cripple product development productivity and put future programs in jeopardy. Having a warranty helps you get back to work sooner to eliminate costly downtime. There's no worrying over allocating the funds to pay for repairs as you head straight to the LINK for the prompt service and support you require. In some cases, equipment coverage includes the cost of outsourced testing while your test equipment is out of commission.

**No Debilitating Repair Costs** – If you don't have coverage the repair costs on equipment can compromise your budget and have a long-term negative impact on your bottom line. When you put together your annual budget how do you plan for repairs? Too much and you don't use it causes problems next year. Too little and you are underfunded for repairs making the approval process take much longer.

**Buy tomorrow's repair costs at today's prices** – Because of influences such as price increases and inflation, test equipment repair costs will not remain the same in the future. By purchasing an LEW today, you are protected against those increasing costs.

**Quality Parts and Service** – Warranty work is performed at your facility by highly-skilled personnel trained to work on these specific types of equipment. Repairs are done right the first time and involve direct oversight by OEM. When it comes to parts and components, you can rest assured you're getting OEM recommended parts.



## PARTS REPLACEMENT AND REPAIR

LINK offers a wide variety of easy-to-access inventory, consisting of new parts and components. Since our inventory is the same stock that we use for our in-house labs, any equipment repairs under our care will be performed with the same precision and quality as we give our own equipment.

## STARTUP EQUIPMENT COMMISSIONING

LINK Aftersales Service begins at the initial Equipment Commissioning. The Commissioning includes a rigorous sequence of inspection and testing. This ensures that each system and component was designed and installed properly, and that they are performing exactly as they should.

Providing excellent service to achieve customer satisfaction is LINK's primary focus. That's why we've established support processes that save customers both time and money.

LINK can manage and maintain your assets, maximize your system's utilization, share industry test knowledge, and provide all needed calibration, software support, and preventive maintenance you may need to ensure an efficient and intelligent testing process.

US Service Number +1.734.438.5465

