

## Service Packages for the Vaisala Wind Profiler LAP<sup>®</sup>-3000

Vaisala offers three service packages for the Vaisala Wind Profiler LAP<sup>®</sup>-3000, each of them is designed to meet your specific needs in regard to ease and performance. A service package will maximize the life-time value of your system and help ensure the continuous output of accurate data.

With our comprehensive range of services we can actively maintain and support your system, provide training and spare parts solutions, and keep your system software properly configured and up to date. With three different levels of service it's easy to choose a package that fits your needs.



### Platinum Service Package

The Platinum LAP<sup>®</sup>-3000 Service Package offers full support and is designed to meet all of your service needs. With this comprehensive service program Vaisala provides all of the necessary maintenance, training and expert support for secure data availability. It also ensures the rapid delivery of spare parts, software updating and on-site repair services.

### Gold Service Package

The Gold LAP<sup>®</sup>-3000 Service Package protects your system with an extended warranty and ensures the accuracy and availability of data. Vaisala engineers will periodically analyze the data output of your system in order to identify potential problems and update the configuration of software parameters.

### Silver Service Package

The Silver LAP<sup>®</sup>-3000 Service Package is designed to support the independent customer. Expert technical support, remote troubleshooting and diagnostic support, and updates to the system software are included with this program.

Service	Silver	Gold	Platinum
Software Upgrades	√	√	√
Priority E-mail Support	√	√	√
Phone Support: Office Hours	√	√	√
SiteConnect	√	√	√
Data Quality Service		√	√
Extended Warranty		√	√
Express Exchange			√
Refresher Training			√
Preventive Maintenance On-Site			√
Repair On-Site			√

### Priority Email Support

This service entitles you to personal email support with access to engineers and technicians with specific product expertise. Priority over standard email support guarantees a next business day response.

### Software Upgrades

Vaisala is continuously and systematically developing its system and embedded software. With software upgrades you have free access to the latest applicable software updates whenever new versions or improvements are available.

### SiteConnect

Vaisala SiteConnect is a fast and effective technical support service. Our service team will troubleshoot and diagnose your system with remote access technology, and also perform repairs remotely when possible.

### Data Quality Service

A periodic analysis of wind profiler data can result in significant improvements to data quality and provide insights into the overall performance of your system. Vaisala engineers will supply updated software configuration files and a system status report based on the analysis results.

### Extended Warranty

With Vaisala's extended warranty you can avoid variations in annual spare parts costs and accurately forecast the overall lifetime costs of your system. An extended warranty is a cost effective way to have peace of mind.

### Express Exchange

Express exchange is a competitively priced spares-solution ensuring the availability of critical spare parts with a next business-day shipping policy. With express exchange you can avoid lead times and the inventory management costs of spare parts storage.

### Refresher Training

Annual refresher training courses are effective in keeping customers up to date on all aspects of the system. We offer a standard refresher course covering system operation and maintenance, but we can also provide customized training to meet your specific needs, if required.

### On-Site Preventive

#### Maintenance

Scheduled maintenance performed by qualified specialist will help to ensure your system is operating properly over its entire life cycle, and will reduce the risk of downtime. This service includes both regular system maintenance and the replacement of wearing relays.

### Repair On-Site

On-site repairs are carried out by a qualified system specialist. During the service visit an expert technician will perform troubleshooting, spare part replacement and repairs.

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