

# AFTER

## Aftersales services

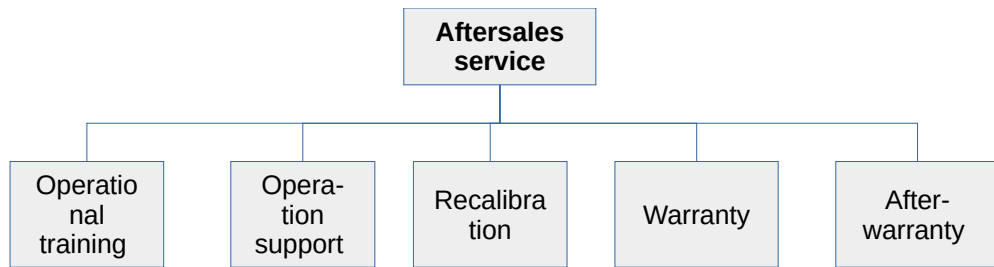


Fig. 1. Forms of aftersales service

### 1 Introduction

After-sales services refer to the support and assistance provided by Inframet company to its customers after they have purchased a product or service. This includes various forms of customer assistance such as technical support, maintenance, recalibration, warranty coverage, and customer education. The goal of after-sales services is to ensure customer satisfaction, encourage repeat business, and foster loyalty to Inframet brand.

### 2 Forms of Aftersales services

Inframet offers five types of after sales services:

1. Operational training service,
2. Operation support service,
3. Recalibration service,
4. Warranty service,
5. After-warranty service.

### 3 Operational training service

Inframet delivers well prepared documentation of its products. It is technically possible to use our test system after reading documentation. However, it is highly recommended for customers to order at least one type of training:

1. Installation and training of customer team by Inframet engineer at customer facilities,
2. Training of customer team by Inframet engineer at Inframet facilities,
3. Online installation and training using voice and video communication with the customer team using modern internet technology (communicators). Attention: this type of training possible only for simple test systems.

Money spend for training can save a lot of technical problems with operation of our test systems.

### 4 Operation support service

Well trained customer test team is an important factor to enable trouble free operation of Inframet test systems and interpretation of test results. However some problems in operation of test system and results interpretation can sometimes occur. Therefore Inframet offers online operation support. This support is free of charge within warranty period. Minor charge is expected after warranty expired.

### 5 Recalibration service

Inframet test systems have been designed for long time trouble free operation. Some of Inframet customers have reported that they use Inframet test systems for over two decades without major problems. However some degradation of performance (typically decrease of measurement accuracy) can occur at much shorter time periods. Therefore Inframet recommends periodic recalibration services.

Recalibration is a process of aim to restore original test capabilities (test range and test accuracy).

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Recalibration of Inframet test systems/test modules is typically carried out in three phases:

1. Basic maintenance of test system/test module to be recalibrated,
2. Testing performance of critical blocks of test system/test module,
3. Testing performance of total test system,
4. Tuning of meters/sources of optical light,
5. Retesting performance of total test system.

It should be noticed that this wide range recalibration process differs from recalibration offered by some of our competitor who recalibrate only blackbody/light source without proper testing/calibration of other blocks or total test system.

Recommended length of maintenance and recalibration period depends both on type of test system and on type of tested EO systems. It varies in range from one to four years.

Inframet offers a recalibration service in four versions:

1. Recalibration at Inframet facilities (Koczargi Nowe, POLAND). Customer send its test system to Inframet facility where it is recalibrated and send back.
2. Recalibration at customer facilities by customer using purchased calibration set. Customer purchases from Inframet proper recalibration set and later calibrates test system/module by himself. The customer gets proper training from Inframet. The calibration set can be recalibrated locally at photometric laboratories (possible at technologically advanced countries) or is sent back to Inframet for checking/recalibration. It should be noted that sending of calibration set to Inframet is needed only at long time interval (typically not earlier than 3 years) and the real test system can be still used.
3. Recalibration by Inframet engineer at customer facilities. The engineer brings the calibration set with himself as his luggage if possible or the set is sent as a separate shipment.
4. Simplified online recalibration of test system located at customer facilities by Inframet engineer located at Inframet facility. Customer is required to deliver online connection to test system and to deliver electro-optical system that are frequently tested.

The first method offers best system maintenance and recalibration accuracy at moderate price. However, it is often non acceptable for customers due to logistical/legal problems of sending test system abroad.

The second method offers customer total independence from Inframet, but costly purchase of recalibration set is needed. Further on, it is expected that customer team is to muster calibration procedure and do calibration by itself.

The third method is a convenient moderate cost solution for customer, but requires sometimes difficult coordination of date of recalibration acceptable for both parties and solving logistical problems related to shipment of large calibration sets that cannot be transported as personal luggage.

The fourth method is most convenient and cheapest solution for customer. However it is possible to apply only in case of less demanding applications as recalibration accuracy is lower comparing to other methods.

Attention this division is not a valid for all Inframet test systems. Please contact Inframet sales team for more detail information on offered recalibration methods.

### 6 Warranty service

Products offered by Inframet are typically warranted against defects in materials and workmanship for a period of 13 months after the date of shipment. During the mentioned above periods, Seller will, at its option, either repair or replace a defective product at no charge. Customer can optionally expand warranty to longer period: 2, 3, 4 or 5 years.

To obtain free warranty service under this Limited Warranty, customer is expected to contact Inframet in writing and give a full description of the difficulty, and include the Model and Serial numbers of the instrument in this correspondence. Shipping instructions will be sent to you for returning the instrument. Customer is expected to cover cost of shipment to Inframet facility.

### 7 After-warranty service

After-warranty service is a paid service to repair faulty Inframet product having expired warranty.

*Version 1.2*

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