

Maintenance & Support Programme (MSP)

Gain peace of mind

Keit's IRmadillo spectrometer is designed for maximum robustness and reliability. It's designed with no moving parts to just keep on working. Nonetheless, for peace of mind and the assurance that Keit is there for support when you need us, we offer a Maintenance & Support Programme.

Keit's MSP ensures the IRmadillo runs optimally with minimal downtime. It ensures you stay current with the latest Keit software and provides a remote 'health check' from our experts to ensure tip-top performance.

What is it?

The MSP is for customers who purchase an IRmadillo and want the assurance that their instrument will receive regular system maintenance to operate smoothly and uninterruptedly.

The service package provides a comprehensive set of health checks, upgrades and remote support to keep the IRmadillo functioning at the highest level—from performance evaluations to software upgrades and support. In addition to routine maintenance, if accidental damage does occur to the IRmadillo, the MSP will provide discounted rates for repair service.

Benefits of a support package

Knowing your instrument is functioning properly and has the support it needs is an enormous advantage. Your IRmadillo will be providing you with important real-time analytical data to support plant optimisation strategies and you'll expect maximum availability and minimum downtime. Having the assurance that your instrument will be covered for the latest updates to keep the IRmadillo up and running saves the worry and frustration.

Maintenance Service	Included
Diagnostic health check	✓
Keit software upgrades	✓
IRmadillo firmware upgrades	✓
Remote technical support – answers and advice	✓
Back-to-base repair (free parts and labour)*	✓
Discounted rates on additional application and engineering support	✓
Discounted hourly repair rate on labour from damage due to misuse of the instrument	✓

*Excluded: Keit's MSP does not cover damage to the instrument caused by misuse, e.g.

- Impact to probe caused by improper use
- Exposure to pressures or temperatures outside of the permitted operating range
- Irreversible deposition of process chemicals on the probe tip
- Contamination of purge gas (oil, for example) - multiple emitter replacements within a year are excluded if the IRmadillo is not being supplied with purge gas via Keit's compressed-air dryer & filtration unit (Keit has established a correlation between premature failure and impure purge gas)

How does it work?

The service package is contracted on an annual basis, and can be customised to your needs. Keit's MSP can be purchased at any time. However, to receive maximum benefit from the programme, we recommend purchasing it at the same time as your IRmadillo.

Health checks can be performed remotely without a need for a site visit or removal of the IRmadillo

As soon as you sign up to an MSP, you can start to enjoy the benefits. Health checks and upgrades can be scheduled according to your needs as well as requesting advice and technical support from Keit Service Engineers by contacting **support@keit.co.uk**.

Diagnostic Health Check - What's included?



- A review of internal diagnostics for warnings and errors, component performance for signs of premature ageing, for signs of operator error or progressive damage
- The Health check can be performed remotely, at mutually agreed times
- It can either be performed entirely by Keit (with required network access to the instrument and its controller) or require customer intervention (by extracting and sending log files to Keit)
- The health check includes a summary report and optional conference call to explain the findings and recommendations
- The MSP includes one health check per year per instrument

How much does it cost?

Please consult Keit for pricing information.

Who do I contact?

Get in touch with us to find out more about the benefits of a support package.

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 enquiries@keit.co.uk

 www.keit.co.uk