



# MAINTENANCE AND CALIBRATION SERVICE

**GIBITRE INSTRUMENTS PROVIDES MAINTENANCE AND CALIBRATION SERVICE FOR ALL INSTRUMENTS INSTALLED. CALIBRATION IS CARRIED OUT BY GIBITRE USING REFERENCE INSTRUMENTS WITH TRACEABILITY TO PRIMARY STANDARDS**



## Service features

Gibitre Instruments provides maintenance and calibration services for all instruments it manufactures. The services offered comply with the requirements of the relevant standards and are continuously improved in order to meet customer requirements for measurement reliability and documentary certification.

The service is coordinated directly from Gibitre's headquarters and can be provided, depending on the country, by Gibitre personnel or by authorised local agencies and through technicians trained and

qualified by Gibitre.

The Calibration Reports produced are downloaded by customers in pdf format by accessing the dedicated page of the Gibitre website using their login credentials.

## Scheduled Maintenance and Calibration Service

The service is offered in the form of an annual maintenance contract and includes:

- maintenance and calibration service for all Gibitre instruments owned by the customer
- travel expenses for the technician, which are calculated based on distance, the number of interventions

planned during the year and the estimated time required to provide the service

- activation of the Remote Assistance service for the duration of the maintenance contract (for instruments controlled via PC)
  - optional software update services
- The number of annual maintenance/calibration services for each instrument and the timing of the activities are defined according to the customer's needs.

# REMOTE ASSISTANCE SERVICE

**DIAGNOSTIC AND RAPID ASSISTANCE SERVICE VIA REMOTE ACCESS SOFTWARE**



## Purpose of the service

The purposes of the service are:

- the identification of working problems of instruments' connected to Gibitre softwares;
- the remote installation of programs on new pcs.

## Characteristics of the service

The service is provided using Team Viewer software, for which Gibitre owns official licenses.

The remote assistance must be explicitly requested and activated by the customer every time because the installation of the program does not permit any kind of automatic or not explicitly requested reconnections to your computers

For the use of remote assistance software an active internet connection of the pc is required.

## Subscription of the service

The service is free of cost for assistance of instruments in warranty periods and for customers who subscribe a maintenance contract including this option.

You can easily activate the service by accessing Gibitre web site.