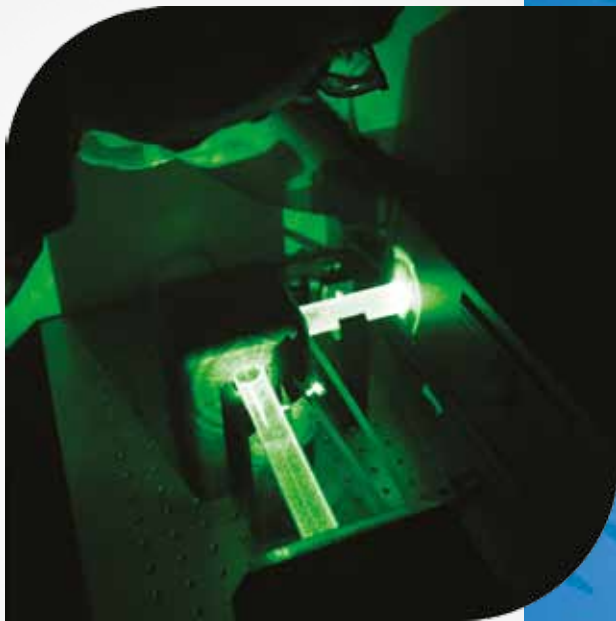


# Service & Support

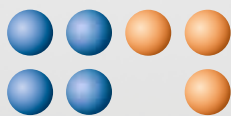


# The best demands the best

Gammadata delivers high quality, high performance instruments and components. That is why you, as our customers and users, should expect the very best from the service and support we provide for our products. This brochure contains a brief presentation of the most important facts about our service organisation, our ambitions for our customer support and some information about our service contracts.



It is quite clear that we want you, our customers, to be satisfied with both the performance of our instruments as well as the reception you get from us at Gammadata when you need assistance with any of our products. Whether it is about a repair, technical information or an application-related issue, we can usually help you directly, but if required involve our partners or suppliers.



**gammadata**

## Expertise & quality

Our service and support department consists of thirteen engineers available both on-site at our customers and in our own service facility. We have trained service personnel on all of the equipment that we sell, as we believe that this is the only way to offer our customers the security they have a right to expect when they have bought a top of the range instrument. Our quality system contains a skills matrix that helps us to ensure a high level of quality for all of our service tasks and good availability when any of our products need a service.

## Different needs & solutions

We know that all customers have their own needs and expectations of their instruments. We also understand that some of our instruments are found in applications where the down time must be minimised, while others are in an environment where the need to control long-term instrument costs is the most important consideration. In another application it may be that future upgrades or customisation of the system is vital for a successful research project or instrument integration. That is why it is obvious to us that we must customise our service contracts to suit your needs precisely.

## Personal service

Each type of instrument has a dedicated contact for service and support. In most cases, this person has at least one colleague who has been trained on the same equipment and who can act as back up if the service workload is high.

## Documentation & traceability

In order for our customers to receive quick and correct answers to their enquiries, we store as much information as possible about your instrument in our product database. We can quickly retrieve information and status of precisely your instrument, e.g. when it was last calibrated and whether similar problems have occurred previously or if the system is to be upgraded. And, of course, we always give you an informative service report after the conclusion of the service assignment.

## R&D, projects and customisation

Some of the products that we market have been developed and manufactured by us. We have a manufacturing and development department that is available when the products that we offer need to be customised or modified. We are very experienced in working on projects, and follow quality-assured processes.

## User courses

As many of the instruments that we supply are delivered to research communities where personnel often change, we recognise the need for regular user training sessions. That is why we offer user courses for most of our instruments and systems, either on-site at the user, here at Gammadata or at one of our suppliers.

## Service – what do you need?

You may already be using some of our instruments or be thinking about new equipment. We can give you details about potential service agreements and we try as far as possible to customise our service agreements so that they suit your specific instrument and your specific needs.

The table on the right provides a general outline of what we can offer the customers who choose to purchase a service agreement from us.



# Service contracts - now or in the future

A service contract is, in many cases, the best way of ensuring that your instrument gets the preventative maintenance or the future upgrade that is needed to minimise the risk of unwanted costs, interruption to operations or new, unnecessary instrument purchases.



Our service agreements can be designed in many different ways, and we will be pleased to discuss your specific wishes with you. Our standard agreements always contain some form of preventative maintenance and reduced prices on unforeseen service tasks. Our customers who have service agreements also have free access to telephone support if a service issue arises.

We can also be a route when you want to discuss different application-related problems, or if you want to contact other users who may have invaluable experience of a specific application.

## Our service agreements in general

	All our customers	Customers with service agreements
<b>Response time</b>	Normally within 48 hours	From 24 hours, depending on the agreement
<b>Visit time</b>	Normally within 5 working days	From 24 hours, depending on the agreement
<b>Telephone support</b>	✓ Limited	✓ Unlimited during normal working hours
<b>Preventative service</b>	✗	✓ According to the agreement
<b>Express call-out</b>	✗	✓ According to the agreement
<b>Discount on hourly rate for remedial service</b>	✗	✓
<b>Instrument information in Gammadata's database</b>	✓	✓
<b>Upgrades of software/hardware</b>	✗	✓ According to the agreement
<b>On-line troubleshooting</b>	✓ Fee payable	✓

## How to contact us

The easiest way to contact us is using our e-mail address for service assignments. That means an automatic registration in our service and support system and you receive an e-mail receipt.

[support@gammadata.se](mailto:support@gammadata.se)

Telephone: +46 (0)18-56 68 00

E-mail other enquiries:  
[service@gammadata.se](mailto:service@gammadata.se)

## Quality – We have the documents to prove it

All of our company is certified according to ISO 9001:2008.

We also apply such industry standards as e.g. SS-EN 13460 and the nuclear industry's KBE/TBE.

We are certified as an approved supplier at Sellihca – a supplier register and qualification system for the Nordic energy sector.



[www.gammadata.se  
/service-and-support](http://www.gammadata.se/service-and-support)

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