

Service & Support Reedholm Systems

- **Comprehensive Service Plans**
- **Repairs and Troubleshooting Support**
- **New & Refurbished Modules/Assemblies**
- **Product Extensions & Projects (HW, SW)**

Product Extensions & Projects

A variety of hardware and software extensions are available for Reedholm Systems. These can be quite customer specific and undertaken to resolve known issues or to enable certain required capabilities. Projects could range from extending the ranges of a given instrument to the design of a new one, to adding new features or backing out capabilities if previous changes had undesired consequences. This applies to both the DOS and RDS Intranet software, as well as planned updates for next generation Windows offerings.

Comprehensive Service Agreements

Service agreements are an excellent way of helping keep test systems online and resolving problems in a timely prioritized fashion. Whether you need to have support for a single system, or room of them, a cost-effective support option is available that delivers what is needed. Customers with support agreements enjoy:

- Priority service of 20 hours of applications and troubleshooting help, as well 20 hours of development engineering assistance, as might be used for test system improvements, bug fixes and the like. And more hours can be ordered if needed at a discounted rate.
- On a per system basis, the first major system module/assembly repair (DMM-16, VFIF-16, CPM-N, PAM-N 16) is covered per system under contract. Four or more system contracts have four repairs included in the purchase price.
- A discount for the purchase of modules or assemblies, software updates, and projects.

Repairs & Support

With maintenance training and the right set of spare assemblies on hand, downtime with Reedholm is counted in minutes after troubleshooting to the module level. That is all it should take to pull a spare module, set its address, plug it into the backplane, wait for system warm up after initialization, and then run the system diagnostics and self-calibration software. Upon issuance of a factory RMA, three classes of repair services are available:

- The fastest way to get back on line is with Advanced Exchange Assembly Services, generally available for the common instruments. If an equivalent item is on-hand, it can usually be dispatched the next business day. The RMA can also be repaired and returned, followed by return of the Advanced Exchange Assembly.
- Expedite “two-week” repair services
- Standard – “30 days” repair services

For accounts without service agreements, technical help is available on a non-priority basis. These services are generally purchased in blocks of 10-hour increments.

New & Refurbished Assemblies

Both new and refurbished assemblies are available. New assemblies are warranted for one year, and refurbished ones are warranted for 90 days. In general, refurbished assemblies are priced at a 20% discount as compared to new ones.

Equipment downtime can be largely eliminated with a standard kit of modules that includes those most likely to fail because they switch currents and voltages capable of relay damage.

Reedholm 12-bit modules such as the DMM-12, VF12, and VFIF-12 have been obsolete for some time but may be available for advanced exchange, best effort repair, or purchase as a refurbished assembly.