



Leading the way in test and measurement

Priority Support At A Fixed Price



Vicom Customer Service Program

Make the management of your test equipment easy

Enable your staff to focus on their job, while Vicom focuses on your test equipment.

Four standard programs available

The **Silver Level** agreement is for customers who want:

- Five day turnaround time calibration service.
- Calibration and adjustments are as per Manufacturers procedures and specifications.
- Traceable (ISO17025) accredited calibrations, performed once per annum during the validity of this Agreement.
- Reminders 28 days prior to when calibrations are due.
- Installation of firmware upgrades during calibration.
- Return Freight by Vicom's nominated road carrier.

The **Silver Plus Level** agreement is for customers who want to remove unexpected repair costs:

- Silver level.
- Repairs to maintain the equipment in full working order.

The **Gold Level** agreement is for customers who want faster calibration turnaround times:

- Silver level.
- Priority, 3 day calibration turnaround time.

The **Gold Plus Level** agreement is for customers who want to remove unexpected repair costs and have faster turnaround times:

- Gold level.
- Priority, 5 day repair and calibration turnaround time.

Packages can be tailored to your needs

Program can be extended across all of your test equipment



Accreditation
No 2264

Further Details Available From
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<http://www.vicom.com.au/contact>



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