



# 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**



## Characteristics of the Service

Gibitre Instruments provides maintenance and calibration services for all the instruments produced. The services offered have been studied and is continuously improved in order to meet the highest requirements of the customers referring to the reliability of the measures and calibration documentation. The service is coordinated directly from the Gibitre office for most European countries or is provided by

a Gibitre agency through technicians directly trained and qualified by Gibitre.

## Programmed Maintenance and Calibration Service

The service is offered in the form of an annual Maintenance Contract and includes:

- the cost for the maintenance and calibration of each Gibitre instrument owned by the customer
- the cost for the transfer of the technician that is evaluated based on the distance, the number of operations scheduled in the year and the estimated

work time for the provision of 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 for each instrument and the timing of execution of the activities are defined according to customer needs.

# REMOTE ASSISTANCE SERVICE

**REMOTE ASSISTANCE SERVICE USING TEAM VIEWER 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 reconections 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.