



## **Service Level Agreement**

Field Service

# Service Level Agreement comparison

Even the highest quality equipment requires maintenance. Be prepared with an INFICON SLA.

	PREMIUM CARE <sup>1</sup>	ADVANCED CARE <sup>1</sup>	ESSENTIAL CARE <sup>1</sup>
Maintenance and support			
Active maintenance scheduling: proactive planning, coordinating, and optimizing maintenance tasks	✓	✓	✓
Preventive maintenance according EN 13306 (incl. travel and accommodation expenses)	✓	✓	✓
Emergency technical support: Mon-Fri	✓	✓	✓
Spare parts for repairs <sup>2</sup>	✓ Included	20% Discount	15% Discount
Quality inspection according to ISO 9001 and certificate	✓	✓	✓
Electrical safety test EN 50678 <sup>3</sup>	✓	✓	✓
Priority response times and support			
Emergency repair response	Within 3 business days	Within 5 business days	Not included
Rental equipment and training			
Rental equipment <sup>4</sup>	✓ Included	20% Discount	15% Discount
Level 1 operator training (up to four participants) on-site	50% Discount	20% Discount	15% Discount

<sup>1</sup> Minimum agreement term of 3 years for new product sales.  
<sup>2</sup> Spare parts are subject to normal operating conditions, misuse is not covered.  
<sup>3</sup> Dependent on device type.  
<sup>4</sup> Rental equipment subject to availability.

## Why choose an INFICON Service Level Agreement?

- ✓ **Predictable costs**  
Transform unexpected repair expenses into planned, budget-friendly investments that protect your cash flow and financial stability.
- ✓ **Maximized uptime**  
Avoid extended downtimes with proactive maintenance and priority response services that keep your leak detection device operating at peak efficiency.
- ✓ **Extended equipment life**  
Regular expert maintenance according to EN13306 standards extends your INFICON device optimal performances beyond average lifecycle.
- ✓ **Quality assurance**  
ISO 9001 certified inspections guarantee that your equipment maintains compliance with industry standards and produces consistently reliable results.
- ✓ **Expert support**  
Direct access to specialized INFICON technicians who understand your equipment inside and out, ready to assist during business hours.
- ✓ **Customized coverage**  
Select from flexible agreement durations and service tiers designed to align perfectly with your operational needs and budget constraints.

## Choose your perfect peace-of-mind plan:

### **PREMIUM CARE** - Optimal protection for systems of critical importance

- ✓ Emergency repair response within 3 days
- ✓ All spare parts<sup>2</sup> included
- ✓ Complementary rental equipment<sup>4</sup>
- ✓ 50% discount on operator training
- ✓ Dedicated technical support
- ✓ Discounts for multiple instruments
- ✓ Fixed prices for 2, 3 or 5 year agreements

### **ADVANCED CARE** - Enhanced protection for sensitive operations

- ✓ Breakdown coverage included
- ✓ Emergency repair response within 5 days
- ✓ 20% discount on spare parts<sup>2</sup>, rental equipment<sup>4</sup> and operator training
- ✓ Discounts for multiple instruments
- ✓ Fixed prices for 2, 3 or 5 year agreements

### **ESSENTIAL CARE** - Foundation protection

- ✓ Preventive maintenance (EN 13306)
- ✓ ISO 9001 quality inspection
- ✓ Electrical safety testing
- ✓ 15% discount on spare parts<sup>2</sup>, rental equipment<sup>4</sup> and operator training
- ✓ Standard business hours support
- ✓ Discounts for multiple instruments
- ✓ Fixed prices for 2, 3 or 5 year agreements



## Supported products

- Ecotec® E3000
- Protec® P3000(XL)
- XL3000flex
- HLD6000
- LDS3000
- LDS3000AQ
- UL Series
- Contura® S-Series (S400/S600)
- Sensistor® product line
- ELT product line
- Modul1000



**Contact us for a  
customized quote:**

E-mail: [service.uk@inficon.com](mailto:service.uk@inficon.com)  
[inficon.com/service-level-agreements](https://inficon.com/service-level-agreements)



**Inspired by visions. Proven by success.**

[www.inficon.com](https://www.inficon.com)

Due to our continuing program of product improvements, specifications are subject to change without notice.

© 2025-04 INFICON