

PERFORM SERVICE PLAN

No unforeseen repair costs
– all repairs included

Worldwide, on-site service within 48 hours*

Automatic restocking of consumables

First-priority customer status

PERFORM AT MAXIMUM POTENTIAL WITH THE MOST INCLUSIVE SERVICE PLAN

Avoid the costly consequences of unforeseen breakdowns by ensuring your equipment is properly serviced. The Perform plan includes all of the key services designed to meet your needs for quality and uptime – and to help your business run smoothly.

WHAT YOU GET WITH THE PERFORM PLAN

All Struers equipment is designed and built for quality, and the Perform plan is the best way to make sure you get the most out of your investment. This plan preserves and enhances equipment reliability by replacing wear parts before failure, verifying system performance based on factory level testing, and inspecting and evaluating technical performance to correct deficiencies.

Planned, consistent preventive maintenance performed by experienced, certified Struers technical service engineers helps you avoid unexpected interruptions and ensures preparation or testing quality, efficiency and productivity. Together we will agree on optimal visit frequency, based on your operational pattern. In addition, the Perform plan includes an extended warranty as well as all repairs, spare parts and replacement of wear parts.

In the event of a breakdown, you are guaranteed guidance by phone or e-mail to get you back in operation. If required, a technical service engineer will visit you within 48 hours.* Wear parts, labor and travel costs are covered so that your Struers equipment keeps running optimally.

Furthermore, a continuous supply of original Struers consumables ensures that you always have what you need on hand, and that the consumables are optimised for your equipment and application. You can also establish a local stock of critical spare parts, enabling immediate action in the event of an issue.

PERFORM	
Preventive maintenance visit	✓
Replacement of wear parts included	✓
Wear parts guarantee	✓
First-priority status (VIP)	✓
Worldwide on-site service within 48 hours*	✓
Repairs & spare parts included	✓
Extended warranty included	✓
Critical spare parts for your stock	✓
Continuous consumables supply	✓

* In some locations it might not be possible to guarantee a service engineer on-site within 48 hours.
Your Struers representative will tell you what you can expect before you choose a plan. www.struers.com.

HOW YOU BENEFIT

Replacement of wear parts included

Since you're guaranteed that a wear part will last until the next planned preventive maintenance visit, we replace wear parts as part of your plan.

Repairs & spare parts included

Repairs and replacement of spare parts enable you to accurately predict your costs. Avoid unpleasant surprises!

Improved asset protection

Protect and get the most out of your valuable assets with regularly scheduled maintenance of equipment.

The right consumables on hand

You have everything you need close by with a continuous supply of original Struers consumables precisely designed to get the most out of your equipment and application.

Priority VIP treatment

When it comes to the planning and scheduling of technical support of your equipment, service plan customers are always prioritized higher than non-service plan customers.

Less downtime

Regularly scheduled maintenance helps keep your business up and running optimally.

Extended equipment lifetime

Continuous servicing minimizes the likelihood of expensive breakdowns and ensures high sample quality, increasing both uptime and equipment lifetime.

Critical spare parts on hand

With a local stock of critical spare parts, you're able to act immediately in the event of an issue.

WHY CHOOSE STRUERS?

- Nearly 80 years' experience solving challenges like yours.
- Worldwide network with Struers technical service engineers.
- Global network of materialographic splicing specialists
- More than 92% of Struers customers globally are satisfied or very satisfied with Struers.**

** Struers loyalty survey.



BE CERTAIN OF MAXIMUM UPTIME WITH A STRUERS SERVICE PLAN

Choose from a variety of plans to find the solution that best meets your needs for quality and uptime – and helps your business run smoothly.

WHAT YOU GET WITH EVERY STRUERS PREVENTIVE MAINTENANCE PLAN

A preventive maintenance plan is the way to make sure you get the most out of your investment in premium quality Struers equipment. Our plans preserve and enhance equipment reliability by replacing known wear parts before failure, verifying system performance based on factory level testing, and inspecting and evaluating technical performance to correct deficiencies, should they arise. Planned, consistent preventive maintenance performed by experienced, certified Struers field service engineers helps you avoid unexpected interruptions and ensures preparation or testing quality, efficiency and productivity.

Regardless of your plan, you will get wear parts replaced as part of your service visit, while potential repairs will be performed at a reduced rate according to your service plan to keep your Struers equipment running optimally.

WHICH PREVENTIVE MAINTENANCE PLAN BEST MEETS YOUR NEEDS?

		PLAN TYPE			
		SINGLE-SERVICE	PREVENT	PROTECT	PERFORM
Included	Preventive maintenance visit	✓	✓	✓	✓
	Replacement of wear parts included	✓	✓	✓	✓
	Wear parts guarantee		✓	✓	✓
	First-priority status (VIP)		✓	✓	✓
	Savings on labor & travel costs for repairs		Discounted rates	All costs covered	All costs covered
	Worldwide on-site service within 48 hours*			✓	✓
	Repairs & spare parts included			✓	✓
	Extended warranty included			✓	✓
	Critical spare parts for your stock				✓
	Continuous consumables supply				✓

** In some locations it might not be possible to guarantee a service engineer on-site within 48 hours. Your Struers representative will tell you what you can expect before you choose a plan.*

HOW YOU BENEFIT *(Depending on plan)*

Factory-trained expert maintenance

You get fast resolution of issues and efficient maintenance, since Struers technical service engineers work with Struers equipment every day and know every design and operational detail.

Replacement of wear parts included

Since you're guaranteed that a wear part will last until the next planned preventive maintenance visit, we replace wear parts as part of your plan.

Repairs & spare parts included

Repairs and replacement of spare parts enable you to accurately predict your costs. Avoid unpleasant surprises!

Fast recovery service

Get a technical service engineer on-site within 48 hours* to minimize your recovery time in case of an unforeseen breakdown.

Efficiency and productivity you can count on

Scheduled maintenance minimizes unexpected breakdowns. By examining your use pattern, we use our global, product-specific experience to find the optimal solution for your business together.

Early detection

While servicing your equipment, our engineer thoroughly inspects all parts of the machine and lets you know if changes are necessary to prevent potential breakdowns.

Improved asset protection

Protect and get the most out of your valuable assets with regularly scheduled maintenance of equipment.

The right consumables on hand

You have everything you need close by with a continuous supply of original Struers consumables precisely designed to get the most out of your equipment and application.

Known maintenance costs

Plans that identify the breakdown risk of your non-wear parts before actual failure and cover all repair costs help you budget accurately.

Critical spare parts on hand

With a local stock of critical spare parts, you're able to act immediately in the event of an issue.

