

START-UP PACKAGE

Maximal uptime

Optimal daily maintenance
of the equipment

THE START-UP PACKAGE PROVIDES A SOLID FOUNDATION FOR SUCCESS

You need your equipment to be up and running from day one. With the Struers Start-Up package, you can be sure of optimum performance from the moment you take over the equipment. A Struers specialist thoroughly trains your users so they quickly become familiar with the equipment and use the correct work processes to maximize uptime from the start.

WHAT YOU GET

The Start-Up package includes:

- **Installation*** (or verification of own installation)
- **Basic hands-on training in equipment use**
- **Application training to ensure correct operation**
- **Method set-up to ensure excellent performance**
- **Basic training in daily, weekly and monthly maintenance**

For selected equipment (*Hexamatic*, *MAPS-2*, *ViaSampler*), the Start-Up package can also include remote service. Our remote service and maintenance tool enables field service engineers to remotely monitor, access and retrieve data from your Struers equipment to efficiently diagnose and solve unexpected issues.

Services	Start-Up
Installation & basic training	✓
Dedicated application training	✓
Operational maintenance training	✓
Remote diagnostic connection	✓

HOW YOU BENEFIT

Fast ramp-up of new equipment

Your new equipment is installed correctly by Struers engineers for maximum uptime and peace of mind.

Cost-effective performance

Since equipment and processes are set up for optimal performance from day one, cost per sample is as low as possible.

Competent and efficient users

Well-trained users avoid mistakes and contamination, improve sample quality, use equipment correctly, prevent accidents and equipment damage, and save on consumables.

Ability to maintain equipment performance

Daily and weekly maintenance are key to ensure continued uptime and the correct level of quality.

Fast, cost-effective resolution of issues

Because your users learn more about processes and equipment, they can troubleshoot simple daily issues or, if needed, efficiently discuss issues with our field service engineers.

WHY CHOOSE STRUERS?

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

**Installation is not available at all locations; local regulations may apply.*

*** Struers loyalty survey*