

## SERVICE & SUPPORT FOR PACKAGE TESTING PRODUCTS

### High-Quality Support from Package Testing Experts

AMETEK MOCON® offers package integrity testing instruments through our Dansensor® product line, helping customers define or optimize a product's shelf life. As market leaders in package testing instruments, we take a customer-centric approach, working to provide the best solutions for every industry. Our customers expect the best, and that extends to our service and maintenance offerings. We strive to provide quality care and excellent maintenance in a guaranteed timeframe.

### US AMECare® Program for Package Testing Instruments

Our AMECare program provides a variety of service solutions designed to maintain your equipment and ensure performance throughout every instrument's lifecycle. Choose from our various offerings to fit your budget, timeline, or industry requirements. Our unique program for United States-based customers is built on years of experience and feedback from owners of AMETEK MOCON and Dansensor instruments installed and supported worldwide.

### Highly-Trained Technicians

Proper calibration and maintenance of your instrument ensures results you can trust. All work is carried out by our own trained service technicians who use original replacement parts and provide the quality service you need to ensure credibility of your measurement results.

- ✓ Multi-point preventative inspection
- ✓ NIST traceable calibration tools
- ✓ 90 day all-inclusive service warranty



Dansensor Checkpoint3™

### Why choose AMECare?



Protect your investment



Avoid unexpected downtime



Ensure accurate test results





Ensure compliance with industry standards



Reduce unplanned costs

## AMECare Factory Service – Calibrate and Certify

Calibration and repair services completed at the AMETEK MOCON® service center by our factory trained technicians. Choose service level, with the option to pre-pay, for each instrument.

Feature	AMECare Economy	AMECare Express
Processing Time	3 weeks (estimated)	3 days (guaranteed*)
Models Serviced	All*	Current models only
Firmware Updates	Included	Included
Repair Service	Available Price quoted separately	Basic repair parts & labor included**
3-Day Return Shipping	Not included	Included
Calibration Price	\$  \$\$\$ (Price varies by instrument)	\$  \$\$\$ (Flat rate for all models)
Pre-Pay Benefits	10% discount*** Calibration management services Priority scheduling	10% discount*** Calibration management services Priority scheduling

\*Some restrictions apply - contact our customer service or sales team for additional information.

\*\* Allowance up to 20% of calibration price for parts and labor. If allowance is exceeded, additional billing will be required and may void guaranteed processing time.

\*\*\* Discount off of calibration price.

## AMECare Onsite Services

Calibration, repair, and training completed at your facility by our certified technicians. Our onsite service options can be customized to fit your needs. Please contact our Customer Service or Sales team for additional information about the following services:

- Calibration
- Express Repair
- Training - New Operator and Refresher
- Startup Service
- IQ/OQ



Dansensor Lippke™ VC1400