

Ectane[®] Service Plans

Designed to Protect Your Investment

Eddyfi instruments are rugged and reliable because we take extraordinary measures to ensure that they will provide many years of dependable service.

Ectane Service Plans (ESP) give you access to a variety of services to maintain your **Ectane** instruments in top working condition at a fixed budget.

ESPs are associated to specific instruments (serial number) and offer you peace of mind knowing that your investment is well protected, functional, and up-to-date.

Annual Calibration

An annual calibration performed by Eddyfi guarantees its quality and is crucial to instrument precision.

Electronics & Firmware Upgrades

We are constantly working to improve the efficiency and dependability of the **Ectane**. With an ESP, you are entitled to every proprietary electronics upgrade of the system. We also make sure that your firmware is up-to-date.

Preventive Maintenance Inspection

This inspection covers 25 essential points of your instrument's functionality, which contributes to minimize unforeseen failures and unnecessary down time. Includes internal mechanical and electronics tests, necessary cleaning, and part replacement according to the terms of the comprehensive extended warranty (below).

Comprehensive Extended Warranty

The comprehensive extended warranty completely covers your **Ectane** from all failures arising from the normal use of the instrument for the duration of the service plan. The warranty also fully covers parts and labor in case of repairs.

Advantages and Benefits

- Cover your instrument up to 5 years at a fraction of its price
- Electronics and firmware upgrades
- Peace of mind, uninterrupted operations
- Avoid unexpected operating expenses
- Get priority repairs and technical support

Priority Repair Services and Tech Support

Any equipment covered by an ESP is fast tracked. The typical turnaround time from the time the instrument is delivered at Eddyfi offices for repair is 48–72 business hours. The typical answer time for technical support requests is one business day.



Available Plans

All ESPs include annual calibrations and preventive maintenance inspections, a full extended warranty, firmware upgrades, application of all proprietary engineering changes (electronics), as well as priority repair services and technical support from the date of purchase over the entire period of the plan.

Benefit from substantial savings by purchasing one of our longer plans for peace of mind.

Plans	Numbers
1 additional year (Total coverage: 2 years)	ECTANE2-ESP-N2
2 additional years (Total coverage: 3 years)	ECTANE2-ESP-N3
4 additional years (Total coverage: 5 years)	ECTANE2-ESP-N5

Plans Include

- Annual calibration
- 25-point preventive maintenance inspection
- Comprehensive extended warranty covering parts and labor
- Updates and upgrades (electronics and firmware)
- Priority repair services and technical support

Shipping and return shipping are at the customer's expense, and instruments to be calibrated must be delivered at Eddyfi offices within 30 days of the calibration due date.

The ESP's comprehensive extended warranty does not cover abuse, alteration, theft, loss, or unauthorized and/or unreasonable use of your **Ectane**.

