

Reddy[®] Service Plans

Protect and Improve Your Investment

Reddy Service Plans (RSP) are associated to specific instruments (serial number) and they offer you the peace of mind of 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 Reddy. Every RSP includes all proprietary electronics upgrades. We also make sure that your firmware is up-to-date.

Preventive Maintenance Inspection

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

Comprehensive Extended Warranty

Full plans— only available upon instrument purchase. The extended warranty completely covers your Reddy for the duration of the plan. The warranty protects you from all failures arising from the normal use of the instrument. It also fully covers parts and labor in case of repairs.

Magnifi[®] GO Updates and Upgrades

RSPs entitle you to all Magnifi GO updates and upgrades for the period of your plan. Enjoy the benefits of all the latest software features and improvements.

Magnifi R Desktop Software

Magnifi R is a powerful desktop software enabling in-depth analysis of Reddy data directly on your computer. It is free when Reddy units are covered by a service plan.

Advantages and Benefits

- Annual calibration
- Peak performance with MagnifiGO updates and upgrades
- Electronics and firmware upgrades
- Desktop software
- Peace of mind, uninterrupted operations
- Extend the warranty coverage on your Reddy (full service plan only)
- Get priority repairs and technical support

Priority Repair Services and Tech Support

A Reddy protected by an RSP is always fast tracked. The typical turnaround from its delivery at Eddyfi offices is 48–72 business hours.



Available Plans

Full Service Plans

Plans	Numbers
Reddy 32 3-year plan	REDDY-32-RSP-FULL-N3
Reddy 64 3-year plan	REDDY-64-RSP-FULL-N3
Reddy 128 3-year plan	REDDY-128-RSP-FULL-N3
Reddy for tubing 3-year plan	REDDY-AC-E-RSP-FULL-N3

Standard Service Plans

Plans	Numbers
Reddy 32 12-month plan	REDDY-32-RSP
Reddy 64 12-month plan	REDDY-64-RSP
Reddy 128 12-month plan	REDDY-128-RSP
Reddy for tubing 12-month plan	REDDY-AC-E-RSP

Multiyear plans also available (e.g., 3 or 5 years).

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

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

