



# University Support Plan

*Partnership Delivers Value!*

**Introducing our Customer Assurance Program (CAP), with a flexible, budget-minded service plan designed specifically for educational customers.**

Academia is a valued customer segment. Tomorrow's professionals are learning the principles of nuclear measurement systems and producing quality data today. Invariably, our learning institutions face tight budgets that limit the ability to take advantage of the service and support necessary to maintain, update, and learn about the important features of their equipment. We want to change that!



## **Here are the benefits of the University CAP:**

### **Minimum of 1 annual service visit with up to 2 days on-site Field Support Engineer (FSE) support**

The key component to any Support agreement is the services provided by our skilled Field Support Engineer. Let us come to you and safeguard your measurement systems. Use our experience and expertise for product familiarization and set-up to ensure your measurements and experiments are successful.

### **20% discount for parts and repairs (on-site, factory, or exchange)**

Enjoy big savings on any parts and repairs service. For urgent needs, get operational quickly by exchanging your equipment with our growing service inventory.

### **1# Phone Support**

CAP customers are ensured of reaching a qualified individual to address their needs in the shortest time possible. In addition, all service related issues and solutions received through 1# are tracked and visible to the entire support team. This allows us to quickly recognize recurring issues and manage solutions to completion.

### **Priority Repairs**

University CAP customers also move to the front of the line when their equipment needs repair. We assign you a repair representative to assist with any questions or status updates needed during the repair process. Our goal is to deliver a fast solution and depending on the issue, repairs may be performed at our Service Center or on-site by one of our trained Field Support Engineer.

### **Free Software/Firmware Updates**

Today's counting systems rely as much on software and firmware as the detector. We strive to continuously evolve and improve our products. Keeping these components current improves measurements and can save you time as new developments are made. Our Field Support Engineer will help install these updates correctly and explain all changes.

### **25% discount on User Training & Networking Conference training**

Our annual User Training & Networking Conference is one of the premier annual events in the nuclear industry. It provides a professional forum where our customers and personnel exchange valuable information on products, services and applications.

### **10% discount on additional services**

The North American service organization offers the solutions and expertise to address all of your nuclear measurement needs. Our extensive network of experts can provide local operational support, technical support, and a wide range of consulting services.

### **Pricing**

In order to benefit from any service agreement, you need to utilize and receive value from its offerings. Our Service Team is committed to providing solutions that exceed customer expectations and will help you get the most from your investment without breaking your budget.

*To sign up or learn more about our University CAP plan, contact your local sales representative or call our Services Group.*

