

Gateway Support Plan

Partnership Delivers Value!

Introducing our Customer Assurance Program (CAP), with an entry level service plan that among other features, combines on-site support and a reserve fund to cover parts and repair expenses.

We recognize that each customer has unique needs for service and support as well as different budgets. Until now, employing services meant either purchasing a full-scale plan or taking a big risk without any coverage. The Gateway CAP will help you get the most from your investment and offers comfort in knowing that Mirion equipment is protected against most surprise costs without investing in an unlimited repair plan.



Here are the benefits of the Gateway CAP:

Minimum of 2 annual on-site Field Support Engineer service visits

The key component to any Support agreement is the services provided by our skilled Field Support Engineer that come to you. They will safeguard your measurement systems by testing their operation, preemptively repairing, or replacing equipment that is not operating reliably.

Service time calculation is based on the amount and type of equipment covered. Ample time is granted to ensure your nuclear measurement systems operate at peak performance.

Fixed yearly reserve for parts and repairs (on-site, factory, or exchange)

Reserve amount determined by the quantity and type of covered equipment. Parts and repairs costs up to the reserve amount are covered by us.

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 Tech Support and Repairs

Gateway CAP customers are flagged and immediately assigned to an appropriate Technical Service representative to assist with any technical questions or status updates needed during the repair process. Your needs are addressed with urgency resulting in faster response time and resolution. 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.

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.

User Training & Networking Conference attendance (2 x 1 day or 1 x 2 day)

User Training & Networking Conference attendance offers education, exchange of ideas, and exposure to new technology. Our array of seminars offers topics for every interest. Take a 25% discount for additional User Training & Networking Conference attendees as well.

10% discount on additional services

The Mirion 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.

To sign up or learn more about our Gateway Plan, contact your local sales representative or call our Services Group.

