

Comprehensive Support Plan

Partnership Delivers Value!

Introducing our Customer Assurance Program (CAP), with a premier plan that includes field service and parts and repair coverage. Provisions are also included to take advantage of additional Mirion services such as training, calibrations, customization, or any of our other offerings.



Here are the benefits of the Comprehensive CAP:

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

The key component to any Support agreement is the service provided by our skilled Field Support Engineer. 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 that your nuclear measurement systems “are expertly maintained”.

Extensive parts and repair coverage (on-site, factory, or exchange)

Our best and recommended level of protection takes care of most parts and labor costs on Mirion equipment for a worry free, high-quality repair every time. For urgent needs, get operational quickly by exchanging your equipment with our ready-spares inventory.

Choose from any of the following add-on services:

- Installations
- Equipment Calibrations
- Outage Support
- Application Consultation
- Training
- Site-specific Customizations
- System Auditing
- Verification and Validation

Call for even more services!

Rollover Service

Plans are always subject to change and scheduling services can sometimes be challenging. We want to make sure that the extra service time awarded above or any additional time you purchase is fully utilized. So rather than take a “use it or lose it” approach, unused service time is eligible for rollover into the next CAP period with timely contract renewal. This policy adds flexibility for your schedule when situations arise.

1# Phone Support

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

Priority Tech Support and Repairs

Comprehensive 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, resulting in faster response time and resolution. 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. 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

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

