



ellab

**Service
Agreements**

Continuous compliance done smoothly.

Our **service agreements** are designed to help you maintain a compliant state with minimal effort and disruption.

Depending on the tier, you can expect:

- ✓ **Discounts** on calibration, batteries, software updates, and training.
- ✓ **Equipment replacements** for service/calibration periods.
- ✓ **Extended warranties** and price guarantees.
- ✓ **Expedited turn-around time** on calibrations.
- ✓ **Annual inspection and cleaning** of loggers and sensors.

And much more...

Strengthening Reliability.

Elevating Operations.



Easy Operations

No repeated coordination or PO work – calibrations and service happen with minimal effort from your team.



Long-Lasting Performance

Proactive service, updates, and prioritized handling keep equipment healthy and performing for longer.



Always Audit-Ready

Continuous calibration and documentation keeps you compliant at all times.



Clear, Predictable Planning



A stable service setup gives you predictable workload and budgeting across years.

Service Agreement Tiers

Tailored to your needs



Service Agreement Overview

		Bronze Basic Calibration & Maintenance 	Silver Priority Calibration & Maintenance 	Gold All-inclusive Assurance of Your Products 
Calibrations	Annual Calibration.	✓	✓	✓
	Expedited turnaround times.		✓	✓
	1x extra temperature checkpoint.		✓	✓
	1x FREE battery included per year.		✓	✓
Discounts	Discount on additional data logger batteries.	30%	30%	30%
	Discount on courses & Ellab academies with certificate.	10%	10%	10%
	Discount on software upgrades with new functionalities*.	3%	10%	10%
	Discount on accredited calibrations.		5%	5%
	1x FREE domestic shipment per 12-month period**.	✓	✓	✓
	FREE firmware updates.	✓	✓	✓
	FREE software updates within version numbers***.	✓	✓	✓
	2x short training sessions by sales representatives.		✓	✓
Maintenance & Support	Annual inspection, clean-up, and seal replacement.	✓	✓	✓
	Direct access to software and service specialists.	✓	✓	✓
Warranty	Price guarantee – up to 3 years.		✓	✓
	Extended product warranty – express replacement****			✓

*Software Upgrade: Major new features or expanded functionality (e.g., 6.1 → 6.2 / Basic → Pro)

**Applicable for shipments of 5 or more components

***Software Update: Minor fixes & improvements within the same version (e.g., 6.1.1 → 6.1.2)

****Terms and Conditions Apply

Needs to be purchased for the entire fleet.

Service Agreement Overview

	Silver Priority Calibration & Maintenance 	Gold All-inclusive Assurance of Your Products 
Calibrations	Annual Calibration.	✓
	Expedited turnaround times.	✓
	1x extra temperature checkpoint.	✓
	1x FREE battery included per year.	✓
Discounts	Discount on additional data logger batteries.	30%
	Discount on courses & Ellab academies with certificate.	10%
	Discount on software upgrades with new functionalities*.	10%
	Discount on accredited calibrations.	5%
	1x FREE domestic shipment per 12-month period**.	✓
	FREE firmware updates.	✓
	FREE software updates within version numbers***.	✓
	2x short training sessions by sales representatives.	✓
Maintenance & Support	Annual inspection, clean-up, and seal replacement.	✓
	Direct access to software and service specialists.	✓
Warranty	Price guarantee – up to 3 years.	✓
	Extended product warranty - express replacement****	✓

*Software Upgrade: Major new features or expanded functionality (e.g., 6.1 → 6.2 / Basic → Pro)
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↳ Needs to be purchased for the entire fleet.



Bronze

Basic Calibration & Maintenance

Calibrations

- ✓ **Annual calibration**, including “as found” and adjustments.

Discounts

- **30% discount** on data logger batteries.
- **10% discount** on courses & Ellab academies with certificate.
- **3% discount** on software upgrades with new functionalities*.
- **1x FREE** domestic shipment per 12-month period**.
- **FREE firmware** updates.
- **FREE software** updates within version numbers***.

Maintenance & Support

- **Annual inspection**, clean-up, and seal replacement.
- **Direct access** to software and service specialists.



Silver

Priority Calibration & Maintenance

Calibrations

- ✓ **Annual calibration**, including “as found” and adjustments.
- ✓ **Expedited turnaround times.**
- ✓ **1x extra temperature checkpoint.**
- ✓ **1x FREE battery** included per year.
- ✓ **Accredited calibrations** (optional)*.

Discounts

- **30% discount** on data logger batteries.
- **10% discount** on courses & Ellab academies with certificate.
- **10% discount** on software upgrades with new functionalities**.
- **5% discount** on accredited calibrations.
- **1x FREE** domestic shipment per 12-month period***.
- **2x short training sessions** by sales representatives.
- **FREE firmware** updates.
- **FREE software** updates within version numbers****.

Maintenance & Support

- **Annual inspection**, clean-up, and seal replacement.
- **Direct access** to software and service specialists.

Warranty

- **Price guarantee** – up to 3 years.

*Can be purchased for an additional fee.

**Software Upgrade: Major new features or expanded functionality (e.g., 6.1 → 6.2 / Basic → Pro)

***Applicable for shipments of 5 or more components

****Software Update: Minor fixes & improvements within the same version (e.g., 6.1.1 → 6.1.2)



Gold

All-inclusive Assurance of Your Products

Needs to be purchased for the entire fleet.



Extended Product Warranty

Calibrations

- ✓ **Annual calibration**, including “as found” and adjustments.
- ✓ **Expedited turnaround times.**
- ✓ **1x extra temperature checkpoint.**
- ✓ **1x FREE battery** included per year.
- ✓ **Accredited calibrations** (optional)*.

Discounts

- **30% discount** on data logger batteries.
- **10% discount** on courses & Ellab academies with certificate.
- **10% discount** on software upgrades with new functionalities**.
- **5% discount** on accredited calibrations.
- **1x FREE** domestic shipment per 12-month period***.
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Maintenance & Support

- **Annual inspection**, clean-up, and seal replacement.
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Warranty

- **Price guarantee** – up to 3 years.
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Thank you!

Do you have any questions?

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