



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...

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 updates 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.		✓	✓
1 x FREE replacement of Ellab products once per year.			✓	
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			✓

Needs to be purchased for the entire fleet.

*Can be purchased for an additional fee.
 **Software with new functionalities are upgrades like 6.1 to 6.2, whereas updates within version numbers are upgrades like 6.1.1 to 6.1.2.
 ***Applicable for shipments of 5 or more components.

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 updates 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.	✓
1 x FREE replacement of Ellab products once per year.	✓	
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	✓

Needs to be purchased for the entire fleet.

*Can be purchased for an additional fee.
 **Software with new functionalities are upgrades like 6.1 to 6.2, whereas updates within version numbers are upgrades like 6.1.1 to 6.1.2.
 ***Applicable for shipments of 5 or more components.



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 updates 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 updates 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.



Gold

All-inclusive Assurance of Your Products

Available for newly acquired equipment & needs to be purchased for the entire fleet.



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 updates with new functionalities**.
- **5% discount** on accredited calibrations.
- **1x FREE** domestic shipment per 12-month period***.
- **2x short training sessions** by sales representatives.
- **1 x FREE replacement** of Ellab products once per year.
- **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.
- **Extended product warranty**

*Can be purchased for an additional fee.

**Software with new functionalities are upgrades like 6.1 to 6.2, whereas updates within version numbers are upgrades like 6.1.1 to 6.1.2.

***Applicable for shipments of 5 or more components.

Thank you!

Do you have any questions?

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 ellab.com

 [linkedin.com/company/ellab](https://www.linkedin.com/company/ellab)