

# Ellab Service Agreements

**Continous compliance done smoothly:**  
Our service agreements are designed to help you maintain a compliant state with minimal effort and disruption.

## Your Benefits



### 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..



## Silver

### Priority Calibration & Maintenance

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

### Maintenance & Support

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

**Direct access** to software and service specialists.

### 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\*\*

### Warranty

**Price guarantee** – up to 3 years.



## Gold All-inclusive Assurance of Your Products.

Needs to be purchased for the entire fleet.

What's included:

**Includes everything in Silver PLUS:**



**Extended Product Warranty Express Replacement \*\*\*\***

