

Supporting a safer world

Supporting Service Agreements (SSA)



A partner for performance

As the world's leader in Non-Destructive Testing (NDT), Waygate Technologies delivers the highest quality industrial radiography solutions designed to help your operations thrive.

However, our technology is only part of the equation. Support from our qualified industry experts can help you make the most out of every solution – helping you achieve the efficiency you want, with the accuracy and safety you need.

Expert support, every step of the way

Our Supporting Service Agreements (SSA) provide support every step of the way. Essential, Advanced, and Premium support levels are available for these SSA's. Seamlessly integrating with your most critical operations, so you can minimize unplanned downtime and maximize productivity.



Preventive
maintenance



Prioritized
repair



Remote
service



Prioritized
spare parts
deployment



Optimized System Health

By clearly defining regular technical maintenance schedules you can substantially extend the functionality of your assets and reduce production losses. Our team of experts will help you achieve your operational goals with regular support.

Preventive maintenance

Stabilize your systems and extend their life span with regular maintenance and avoid damage before it happens. A thorough inspection of your systems results in an early detection of minor flaws that allows you to prevent cost-intensive secondary damages.

With periodic planned maintenance interventions – a solid component in each SSA – our team of experts ensures your operations are running smoothly. By logging all activities in a maintenance checklist – we identify in detail the health status of your system.

Software updates

With an SSA in place available software updates for Waygate Technologies' supplied system controls will be proactively scheduled and installed remotely or in conjunction with other planned onsite Preventative Maintenance events or repairs.



Prioritized Response

Our SSA's come with prioritized response times for Remote Service, spare part deployment and field service intervention to get your system up and running again according to your needs.

Remote service

Prioritized access to our team of Remote Service Experts (RSE). Get in touch with Remote Service via phone or email, our on-call experts can troubleshoot and get your unit up and running again. Promptly diagnosing symptoms and determining a timely solution is now simpler than ever. Today, the majority of the cases can be fixed remotely.

Spare part deployment

In case our Remote Service Experts can't get your system up and running again remotely, Waygate

Technologies commits on prioritized spare part deployment. Depending on the service level of your SSA, spare parts will be shipped as fast as within 24 hours.

Field service intervention

In the event an on-site intervention is required, our Field Service Engineers (FSE) will be ready to assist. With possible access to remote diagnostics, we're able to prepare a plan of action and spare parts list before arrival, so your inspection issues can be fixed with just one call, in just one visit.

Prioritized response

Whether it's remotely, on-site, or via spare part deployment, we'll take all actions necessary to rapidly repair your assets and maximize uptime.

Supporting service agreements

Peace of mind. Assured availability and response.

If our Preventive Maintenance contract doesn't meet all of your service needs you can choose from our three levels of SSA's : Essential, Advanced and Premium – each differ in response time. Within each SSA, the optimal number of preventive maintenances is included, dependent on the usage and system type. 15 hours of Remote Support are included on a yearly basis within each SSA, and the reaction time depends on the Remote Service level you choose, to as fast as within 2 working hours. In parallel, field service intervention and/or spare part deployment will be as fast as within 24 hours.

In whatever situation you are, we have the right solution for you.

	PM Only	Essential	Advanced	Premium
Preventive maintenance	PM included	PM included	PM included	PM included
Remote Service reaction time	Upon availability	12 hours	4 hours	2 hours
FSE deployment	Upon availability	5 days	48 hours	24 hours
Spare part shipment	Upon availability	5 days	48 hours	24 hours

Premium

- Get Remote Service (RS) within 2 working hours
- Remote support expert availability 9am – 5pm
- Reaction time to deploy spare parts or FSE 24 hours (1 day)

Advanced

- Get Remote Service (RS) within 4 working hours
- Remote support expert availability 9am – 5pm
- Reaction time to deploy spare parts or FSE 48 hour (2 days)

Essential

- Get Remote Service (RS) within 12 working hours
- Remote support expert availability 9am – 5pm
- Reaction time to deploy spare parts or FSE 5 days

Everything starts with Remote Service

The Expert is at your side – Because it's crucial that your machines work efficiently and with the highest uptimes. With remote troubleshooting, it's simpler than ever to diagnose symptoms and determine a timely solution. In fact, statistically, the majority of the cases are fixed remotely. This helps to avoid costly service visits and reduces downtime. Our on-call Remote Service Experts can be easily reached by phone or email. They respond to every inquiry within 2, 4 or 12 working hours, depending on the service package.

In the event that on-site intervention is required, a Waygate Technologies' Field Service Engineer will be dispatched to site armed with input from the Remote Service Experts, so they know what the problem is and what parts may be required to expedite repair and minimize downtime.



Have a technical question or issue?



Call or email to contact expert team.

- 14 languages
- 30+ Remote Service Experts
- One local phone number and email



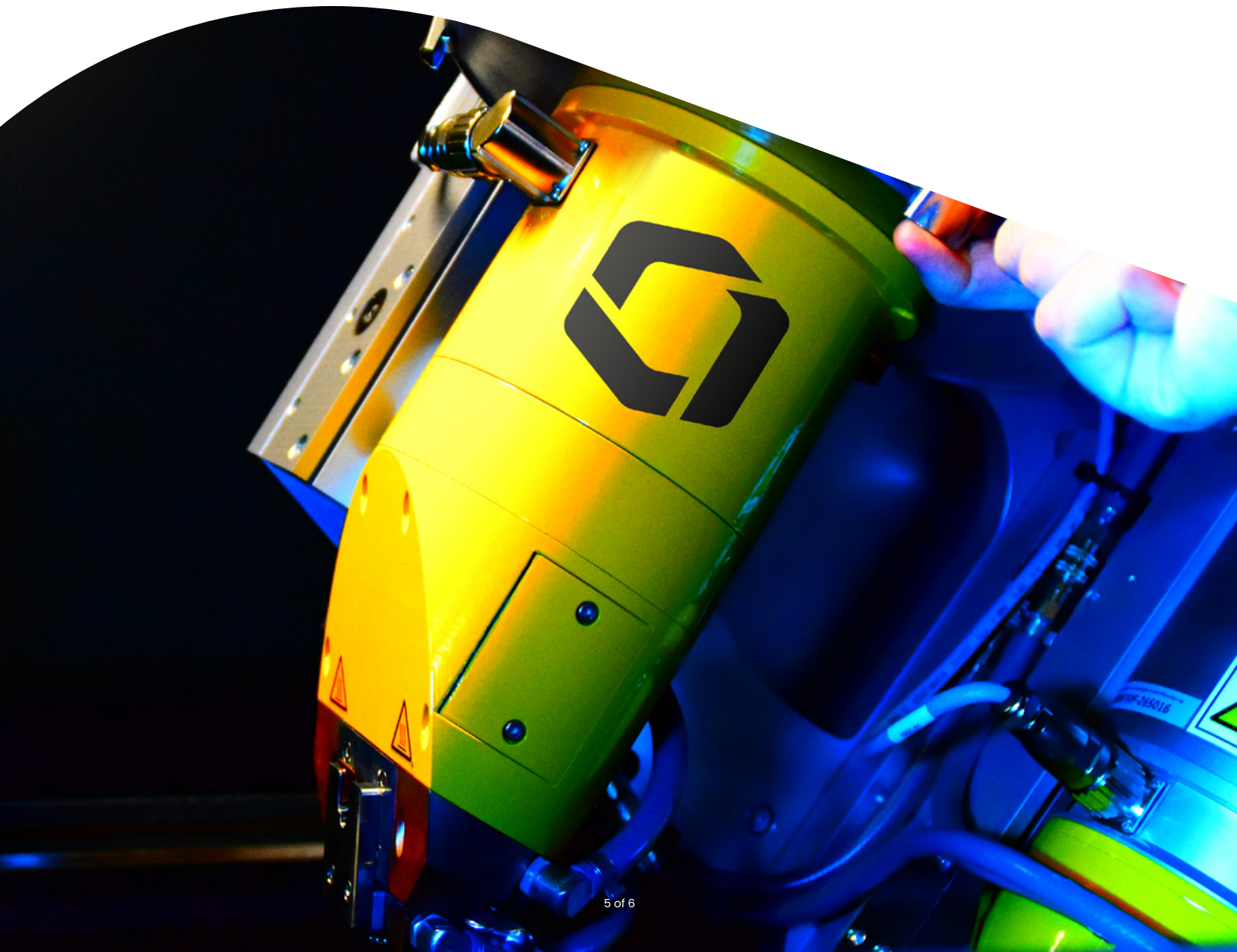
Experts troubleshoot remotely.

- Real technical experts every time
- The majority of cases are fixed remotely



Issues are solved.

- If required, field service engineers are dispatched.





Order today, take advantage tomorrow

A safer, stronger future

Waygate Technologies is dedicated to providing industry leading Non-Destructive Testing (NDT) technology and support, empowering you with expertise every step of the way. Because having the tools to succeed is important, having a partner to help get you there makes all the difference.

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