



# IRmadillo™

Process Analyser



## Maintenance & Support Programme (MSP)

### Gain peace of mind

Keit's IRmadillo spectrometer is designed for maximum robustness and reliability. It's designed to just keep on working, and with no moving parts there is indeed very little that can go wrong. Nonetheless, for absolute peace of mind and the assurance that Keit is there for support when you need us, we offer a Maintenance & Support Programme.

Keit's MSP ensures the IRmadillo runs optimally with minimal down time. It ensures you stay current with the latest Keit software, and provides remote 'health checks' from Keit's experts to ensure continued tip-top performance.

### What is it?

The MSP is for those customers who purchase an IRmadillo and want the assurance that their instrument will receive regular system maintenance to operate smoothly and uninterrupted.

The service package provides a comprehensive set of health checks, upgrades and remote support to keep the IRmadillo functioning at the highest level—from performance evaluations to software upgrades, and access to Keit support staff. In addition to routine maintenance, if accidental damage does occur to the IRmadillo, the MSP will provide discounted rates for repair service.

### Benefits of a support package

Knowing your instrument is functioning properly and has the support it needs is an enormous advantage. Your IRmadillo will be providing you with important real-time analytical data to support plant optimisation strategies and you'll expect maximum availability and minimum downtime. Having the assurance that your instrument will be covered for the latest updates to keep the IRmadillo up and running saves the worry and frustration.

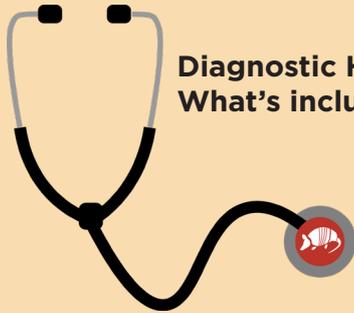
Maintenance Service	Included
Diagnostic health checks	✓
Keit software upgrades	✓
IRmadillo firmware upgrades	✓
Remote technical support - answers and advice	✓
Back-to-base repair (free parts and labour) due to faulty parts and workmanship*	✓
Discounted rates on additional application and engineering support	✓
Discounted hourly repair rate on labour from damage due to misuse of the instrument	✓

\*Excluded: Keit's MSP does not cover damage to the instrument by misuse such as:

- Impact to probe caused by improper use
- Exposure to pressures or temperatures outside of the permitted operating range
- Irreversible deposition of process chemicals on the probe tip
- Contamination of purge gas (oil, for example)



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## Diagnostic Health Checks - What's included?

- Includes review of internal diagnostics for warnings and errors, component performance for signs of premature ageing, and evaluation of background reference spectra history for signs of operator error or progressive damage
- Health checks can be performed remotely, at mutually agreed times
- They can either be performed entirely by Keit (with required network access to the instrument and its controller) or require customer intervention (by extracting and sending log files to Keit)
- The health check includes a summary report and optional conference call to explain the findings and recommendations
- A maximum of two health checks per year per instrument

## How does it work?

The service package is contracted on an annual basis, and can be customised to your needs. Keit's MSP can be purchased at any time. However, to receive maximum benefit from the programme, we recommend purchasing it at the same time as your IRmadillo.

Health checks can be performed remotely without a need for a site visit or removal of the IRmadillo from the working environment. However, all mechanical repairs to the instrument will require it to be shipped back to base.

As soon as you sign up to an MSP, you can start to enjoy the benefits. Health checks and upgrades can be scheduled according to your needs as well as requesting advice and technical support from Keit Service Engineers by contacting **support@keit.co.uk**.

## How much does it cost?

Please consult Keit for pricing information.

## Who do I contact?

Get in touch with us to find out more about the benefits of a support package.

 +44 (0)1235 431260

 enquiries@keit.co.uk

 www.keit.co.uk