



**Campbell**  
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# SERVICE LEVEL AGREEMENTS



Campbell Scientific equipment is famous for its ruggedness and reliability and often goes on collecting data long after an instrument's expected lifetime. However, over time, your project and the systems requirements may change and to be assured of continual, lifetime, trouble-free operation, Campbell Scientific recommend that you talk to us about a service agreement. The Service Level Agreement can vary in length and levels of support depending on your requirements and can include one or a blend of the following:

- Technical and consultancy support
- Preventative maintenance
- Reactive and emergency maintenance
- Warranty and extended warranty
- Return to base component investigation with repair or replacement
- Product or system training

Support is provided by Campbell Scientific Technicians who are qualified to provide high quality technical advice and consultancy. Our project and field service engineers are experienced in maintaining equipment located in challenging locations and environments. Technical support and planned and preventive maintenance are the most effective way to ensure ongoing data quality assurance, addressing any issues, before they become issues and reducing total lifetime cost of ownership.

## Other Services

Campbell Scientific provides a range of services to help you select, install, configure, and maintain the right solution for your unique application. To give you peace of mind throughout the length of your project, we complement product selection, system design, and configuration expertise with professional project management and life cycle services.

### FAQ

#### **Do you offer multi year Service Level Agreements?**

Campbell Scientific offer flexible plans to meet customer requirements.

#### **Can the Service Level Agreement be tailored to my needs?**

Yes, we can offer a Service Level Agreement to meet your needs which includes what is relevant for your system(s).

#### **How do I start the process?**

Talk to our Sales Representatives who will provide you with a quote. If you would like to proceed, we will be in contact to arrange a date suitable for yourselves.



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As a trusted provider of measurement solutions since 1974, Campbell Scientific has delivered the information that helps mitigate severe weather casualties; aids scientists in gathering data to assist in the understanding of climate change and other human-made environmental impacts; and supports countless organizations, institutions, and national agencies in providing more efficient services to their people. Our instrumentation hardware is known to be the best in the business. Our software services provide an unrivaled level of insight. Our project delivery expertise combines both to deliver a unique end-to-end solution capable of changing the world.



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