

# 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 lifespan.** However, over time,

your project and the system requirements may change. To be assured of continual, lifetime, trouble-free operation, Campbell Scientific recommends that you talk to us about a service-level agreement (SLA). Our SLA 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
- Preventive maintenance
- Reactive or 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 ways to ensure ongoing data quality assurance, addressing any potential problems before they become issues and reducing total lifetime ownership cost.

## 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

### **How long does an installation take?**

A standard weather station installation can be completed in a day. Our technicians are available to be on-site at your convenience. If it is going to take longer, we will let you know before the visit.

### **Can you provide training during the installation?**

Campbell Scientific can provide on-site training, empowering your own personnel with the knowledge of your new data collection systems.

### **Do you offer multi-year maintenance contracts?**

Campbell Scientific can offer flexible maintenance plans to meet your individual requirements.

### **How do I find out more?**

Talk to our sales representatives who will provide you with a quote for our installation and maintenance services. If you would like to proceed, we will be in contact to arrange a suitable date for you.





**Campbell**  
S C I E N T I F I C ®



# Information



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