



WolfCare Service Contracts

WolfCare Service Contracts offer:

- Predictable support expenditure
- Discounted calibrations
- Lock-in of *current* pricing for the term (and at a discount)!
- Free return shipping*
- \$\$\$ savings
- Reduced down-time
- Elimination of future PO generation requirements for calibration and service
- Utilization of current, available budget
- Possibility to wrap maintenance into a lease purchase

While most electrochemical gas sensors (and VOC PID lamps) will last more (some well more) than 2 years, WolfCare Bronze and Gold contracts provide scheduled replacement every 2 or 3 years (annually for O3, HCN and a few "exotic" sensors). This is preventative maintenance that reduces unplanned down-time and improves EC sensor response time.

GrayWolf offers three levels of WolfCare Service Contracts; available in 1, 2, 3, 4, or 5 year terms:

Bronze

Extended warranty on GrayWolf instrument/probe electronics and hardware. Also, scheduled replacement of expendables, including certain sensors, every 1, 2 or 3 years.

Silver

Scheduled annual factory sensor calibration.

Gold

Extended warranty, scheduled replacement of sensors/lamps plus annual factory calibration all inclusive.

Note: if you would like to add scheduled sensor replacement to a Silver (calibration) contract, simply add Bronze (for specific DSI smart sensors) or Gold (for specific DSI probe installed sensors) to your WolfCare Service Contract.

If your S.O.P. or application requires more frequent factory calibrations (e.g. biannual, rather than annual), GrayWolf can provide pricing for enhanced frequency Silver or Gold WolfCare Service Contracts.

Terms and Conditions

*Bronze, Silver, and Gold WolfCare Service Contracts include return shipping via standard UPS or FedEx ground to North American destinations (and to European Union destinations when serviced at our Limerick, Ireland location). Expedited shipping is available upon request, but will be charged. Actual shipping is charged to locations outside of North America or European Union countries. Shipping charges, when applicable, must be prepaid or a handling charge will also be added.

If certificates of traceability to NIST are required, a small additional fee, per parameter, needs to be added to each contract.

Extended warranty may be purchased for specific instruments and probes. It DOES NOT cover products that don't bear the GrayWolf brand name, such as mobile computers. Warranty shall cover parts and labor for normal use repairs, provided that Customer notifies GrayWolf in writing of any claimed defect in the Product immediately upon discovery and any such Product is returned to an authorized, designated GrayWolf Service Center, transportation charges prepaid, within extended warranty time period. Upon examination, GrayWolf must determine to its satisfaction that such Product is defective in material or workmanship, i.e. contains a defect arising out of the manufacture of the Product and not a defect caused by other circumstances, including, but not limited to accident, misuse, unforeseeable use, neglect, physical abuse (including dropping), alteration, improper installation, improper adjustment, improper repair, or improper testing.

Clients must contact GrayWolf for a Return Authorization Number (RAN), prior to return of any equipment for calibration or service.

DirectSense probe(s), may be shipped back for calibration or service in lieu of sending back the display/data-logging meter or mobile PC as cal data is stored on the probes (or "smart" sensors). An exception is when pressure sensors or thermocouple sockets are installed in the instrument (e.g. AdvancedSense, WolfPack). GrayWolf will load the latest WolfSense application software onto the meter/mobile PC whenever you send it in together with the probe(s), while probes will have the latest probe firmware installed. Smart sensors (for DirectSense II probes) may, optionally, be sent back for calibration independent of other equipment. **Service contracts must be purchased within 90 days of purchasing equipment in order for standard pricing to apply. If purchased at a later date, a 20% surcharge on the contract price need be added and 2nd year pricing replaces 1st year, 3rd year pricing replaces 2nd year, etc. Service contracts purchased at a later date DO NOT cover service required within 90 days from issuing the new contract. An inspection fee may also be applicable, but will be waived if the contract is purchased within 60 days of previous service at an authorized GrayWolf Service Center.**

Quick turnaround and return of your equipment

GrayWolf makes every effort to expedite WolfCare service turn-around times. If unanticipated charges for non-covered sensor/part(s) replacement or repairs are required, credit card, PayPal, and wire transfer payments are accepted. However, we will take exceptional steps to provide credit terms or preempt the sometimes time-delaying bureaucracy for issuance of purchase orders from larger companies, in order to rapidly return the serviced equipment when credit card payment/PayPal/wire payment is not an immediate option for the end-user. We understand how very important it is to have your serviced GrayWolf instrumentation available to you, the end-user.

Need a specific WolfCare Service Contract quotation? Please contact GrayWolf for a specific quotation. All prices subject to change without further notice.

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