



# 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 (as well as VOC PID lamps) will last more than 2 years, WolfCare Bronze and Gold contracts provide scheduled replacement every 2 years (every year for O3 sensors). This is preventative maintenance that reduces unplanned down-time and improves sensor response time.

## GrayWolf offers five 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 every 2 years; electrochemical gas sensors, PID lamps (annually for O3 gas sensors).

### Silver

Scheduled annual factory sensor calibration.

### Silver Plus

Aggressive semi-annual (every 6 months) factory sensor calibration.

### Gold

Extended warranty plus scheduled replacement of expendables plus annual factory calibration *all inclusive*.

### Gold Plus

Extended warranty plus scheduled replacement of expendables plus aggressive semi-annual (every 6 months) factory calibration *all inclusive*.

Note: if you are not interested in extended warranty on the probes, but would like to add scheduled sensor replacement to a Silver (calibration) contract, simply additionally order Bronze contracts for the specific sensors.

## Terms and Conditions

\*Bronze, Silver, Silver Plus, Gold and Gold Plus WolfCare Service Contracts include return shipping via standard UPS, FedEx or DHL basic to European Union destinations (and to North American destinations when serviced at one of our N American service centers). Expedited shipping is available upon request, but will be charged. Actual shipping is charged to locations outside of European Union or North American 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 added fee, per parameter, needs to be added to each contract.**

Extended warranty must 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.**

The DirectSense probe(s), may be shipped back for calibration or service in lieu of sending back the meter or mobile PC as cal data is stored on the probes. An exception is when pressure sensors or thermocouple sockets are installed in the instrument (e.g. AdvancedSense, WolfPack). However, you can purchase annual subscriptions to the latest WolfSense application software and we will then load the newest version onto the meter/mobile PC whenever you send it in together with the probe(s). Classical line meters (e.g. Surveyor/Zephyr) must be returned together with probe(s) as cal data is stored on the meter. **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.**

**Need a specific WolfCare Service Contract quotation? Please contact GrayWolf for a specific quotation.**

**All prices subject to change without further notice.**

**GRAYWOLF<sup>®</sup> SENSING SOLUTIONS**  
ADVANCED ENVIRONMENTAL INSTRUMENTATION

Annacotty Industrial Park, Unit 1C, Annacotty, County Limerick, Ireland  
Tel: +353 61 358044 USA Tel: 1-203-402-0477  
e-mail: [Salessteam@GrayWolfSensing.com](mailto:Salessteam@GrayWolfSensing.com)

[www.GrayWolfSensing.com](http://www.GrayWolfSensing.com)