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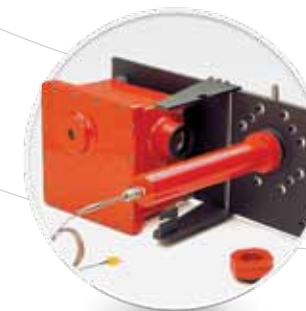
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SERVICE AND SUPPORT

Delivering business results through world-class customer support



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DEDICATED TO CUSTOMER SUCCESS

LumaSense Technologies provides innovative temperature and gas sensing solutions to optimize the performance of equipment, environments, and organizations. We are a trusted partner to both end-user and original equipment manufacturers (OEMs) around the world and across all types of industries.

The mission of the LumaSense services organization is to keep you focused on your business by delivering world-class customer support. This means keeping your assets reliable and functioning, and providing you with the knowledge and expertise required to solve complex problems quickly. Our program, known as LumaServ™, ensures peace of mind and the highest level of customer satisfaction.

Our LumaServ™ portfolio is organized into 4 major areas:

- ✦ ASSET ASSURANCE
- ✦ FIELD SERVICES
- ✦ SYSTEM SERVICES
- ✦ TRAINING AND CONSULTING

ASSET ASSURANCE

LumaSense knows how critical our products are to your business. We offer a wide range of services including calibration, preventative maintenance, repair, extended warranties, and spare parts to keep your assets accurate and reliable for the long-term.

CALIBRATION

LumaSense recommends annual calibration for optimal performance. All of LumaSense's temperature calibration laboratory equipment is traceable to the International Temperature Scale ITS90. This traceability is achieved by using freezing point blackbodies as primary standards. Reference instruments (blackbody sources and transfer pyrometers) are certified in fixed time intervals by national institutes: NIST in the U.S. and PTB in Europe.

REPAIR

LumaSense offers a full range of repair and maintenance services designed to keep your assets reliable and functioning. Rigorously trained and highly experienced engineers complete all of LumaSense's support services.

EXTENDED WARRANTIES

LumaSense stands behind its products and offers extended warranty options beyond the initial warranty.



SERVICE AGREEMENTS

LumaSense offers several calibration and warranty contracts to make servicing your instruments easy and affordable.

SOFTWARE SUPPORT AND MAINTENANCE

Our software support program includes **technical support, patches and upgrades**, and is available as either part of a LumaServ™ maintenance agreement or as a standalone agreement.

SPARE PARTS

Don't risk prolonged downtime simply because parts are not available on-hand. LumaSense offers a variety of programs to meet your spare parts needs, whether it is the opportunity to purchase spares at a reduced rate with initial system purchase or guaranteed availability agreement.

FIELD SERVICES

LumaSense's Field Service Engineers are dedicated to providing expert, on-site support every step of the way. These services include:

- Application and Project Engineering
- Project Management
- Installation and Commissioning
- On-Site Repair and Calibration
- Maintenance Agreements

SYSTEM SERVICES

We realize that your LumaSense solution is essential to your process. Therefore, LumaSense offers tailored service packages to meet your specific support needs. Our system level services offer comprehensive support for your entire system.

Available system level packages vary greatly depending on your system. The key benefits of any service package includes:

- A maintenance program designed specifically for your application (inclusive of all hardware and software)
- Unlimited technical support
- Advanced scheduling of LumaSense site engineer services for preventative maintenance
- Flex days to use for training, consulting, or repairs
- All preventative maintenance parts and labor inclusive
- Bundled savings on services
- Discounts on repairs, spare parts, upgrades, and training

TRAINING AND CONSULTING

LumaSense offers both classroom and on-site training and certification courses. Classes are structured with a combination of theory and hands-on practicum learning to ensure complete understanding of our solutions.

CLASSROOM TRAINING – LumaSense offers a range of infrared thermography training and certification courses. Classes accommodate all learning levels and are held throughout the United States and in Frankfurt, Germany.

ON-SITE TRAINING – Hit the ground running! With on-site training, a LumaSense engineer will show you how to quickly make the most of your new device.

SPECIALTY SERVICES – We can bring the products and knowledge to you! Our experts are available for on-site consulting, IR scanning, and much more.

“The LumaSense pyrometers offer outstanding performance and quality. In addition, we are getting excellent on-site product and application support from the engineers at Lumasense.”

2010 Saarstahl AG,
a global manufacturer of steel products.