

# WARRANTY AND ENHANCED SUPPORT PLANS



INVENTIS NORTH AMERICA INC.  
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	STANDARD PLAN	SILVER PLAN	GOLD PLAN	PLATINUM PLAN
Installation	-	-	Included (on site)	Included (on site)
Training	-	Remote only (2 hours)	Included (on site)	Included (on site)
Serialized items	Parts: 2 yrs warranty Labor: Included (1st yr only)	Parts: 2 yrs warranty Labor: Included (1st yr only)	Parts: 2 yrs warranty Labor: Included (1st yr only)	Parts: 2 yrs warranty Labor: Included
Non-serialized items	Parts: 90 days warranty Labor: Included	Parts: 1 yr warranty Labor: Included	Parts: 1yr warranty Labor: Included	Parts: 2 yrs warranty Labor: Included
Warranty claims	Request filed with service dpt. *	Request filed with service dpt. *	Request filed with service dpt. *	Request filed with service dpt. *
On site service calls	-	-	Included (1st year only)*	Included*
Mail in service	Available (shipping IN/OUT not included)	Available (shipping IN/OUT not included)	Included (no shipping costs)	Included (no shipping costs)
Calibration	-	-	-	Included (on 1st year)

\*Request should be approved by an Inventis North America manager

MAIL IN CALIBRATION

- Customer is responsible for shipping instrumentation to the manufacturer.
- Please contact the service department at 844.683.6847 opt.2 or email to support@inventis.us to generate an RMA form to be included with the instrument.
- Calibration will be performed to the specifications of ANSI to meet or exceed the manufacturers recommendations.

MAIL TO: SUPPORT@INVENTIS.US