

Your Investment, Our Promise

Reliable Performance for ReactIR™ Analysis



Uptime

Instruments are often subjected to high utilization in mission critical processes. System reliability is maximized through our field service team, help desk, return to factory refurbishment and repair services, and optional value added products.



Performance

To optimize hardware and software performance, comprehensive installation, calibration services, preventive maintenance and service contract programs are available. These services are performed by expert METTLER TOLEDO technicians to ensure the system is performing within factory specifications.



Compliance

To meet internal and external compliance standards, optional value added services are available at the time of installation and throughout the lifecycle of the product. IQOQ qualification services provide peace of mind, internal compliance standards and objective evidence for regulated environments.



Expertise

Our technical experience, market knowledge and global coverage provides dependable support and guidance required. Technical seminars and customized application training from our team of technology and application specialists help ensure maximum return on your investment.



FlowIR™

Researchers across industry and academia rely on METTLER TOLEDO instruments to provide critical information every day. To be successful, scientists need to be confident that their instruments are in proper working condition, ready when needed and that the result can be trusted. METTLER TOLEDO provides a range of value-added service options to help ensure instrument uptime, providing quality results and ensuring regulatory compliance while reducing the Total Cost of Ownership (TCO).

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FlowIR™

Customized Coverage to Protect Your Investment

- Minimize unexpected cost
- Ensure optimized performance
- Reduce the Total Cost of Ownership
- METTLER TOLEDO traceable calibration standard

Preventive Maintenance	Full Coverage Contract	Extended Warranty	
■	■	■	Visual Inspection and Cleaning
■	■	■	Mechanical Inspection (seals, O-Rings)
■	■	■	Inspect Accessories, Probes and Sensors
■	■	■	Ensure Proper Purge Requirements
■	■	■	Ensure all Electronics Boards are Seated Properly
■	■	■	Measure and Record Critical Voltages
■	■	■	Evaluate Infrared Source (replaced as required)
■	■	■	Replace Battery and Desiccant
■	■	■	Check/Adjust Alignment of Optics
■	■	■	Optimize Signal-to-Noise Ratio (SNR)
■	■	■	Run Service Maintenance Programs
■	■	■	Confirm Operation within Factory Specification
■	■	■	Complete Preventive Maintenance Check List
■	■	■	Perform Calibration with NIST Standard
■	■	■	Back-up System Files
■	■	■	Travel and Labor Included
	■	■	Priority Response
	■	■	Replacement Parts
	■	■	Performance Verification Certificate
	■	■	Installation of Software Maintenance Release with iCare
	■	■	Return to Factory Repair
		■	Extended Duration of Initial Coverage
		■	Reduced Cost of Ownership; Built-in Discounts
		■	(1) PM for Each Year of Extended Coverage

Ordering Information

Extended Warranty for FlowIR™*

	Part No.
■ Two Year Coverage	14690654
■ Three Year Coverage	14690655

Extended Warranty for FlowIR™ Sensor*

■ Two Year Coverage	14690691
■ Three Year Coverage	14690692

*Extended Warranty coverage includes the factory warranty of 12 months to reflect the total warranty period.

Service Contracts for FlowIR™

	Part No.
■ Preventive Maintenance Contract	14690656
■ Full Coverage Contract	14690657
■ Full Coverage Contract, Two Years	14690658
■ Full Coverage Contract, Three Years	14690659

Service Contracts for FlowIR™ Sensor

■ Full Coverage	14690694
■ Full Coverage, Two Years	14690695
■ Full Coverage, Three Years	14690696

**Not available stand-alone, only as add-on to ReactIR™ contract

Installation Services for FlowIR™

■ Installation with StarterPac	14695182
■ IPac Installation Qualification	14696669

Value Added Services for FlowIR™

■ Preventive Maintenance	14690656
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Factory Repair Services for FlowIR™

■ Depot Repair	14696670
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