

# Windrock CARE Support Program

PORTABLE ANALYZERS  
ANNUAL SUPPORT PLANS

Windrock Portable Analyzers are valuable tools that help ensure critical machinery assets are in proper mechanical health, operating safely and delivering on promised performance. To maximize your system's potential, Windrock offers a comprehensive

program designed to provide support for not only your analyzer hardware and software, but for YOU, the user, as well. Offering three levels of support (Basic, Preferred, Premium), the Windrock CARE Support Program can fit both your needs and budget.

## Features of the Program Include:

### **Unlimited Product Support**

Need help modifying a collection route? Not sure if your encoder is operating correctly? Product Support Technicians are available via phone or email for one-on-one guidance through Windrock MD software and portable analyzer operation. *(Basic, Preferred, Premium)*

### **Annual Equipment Calibration**

Concerned about the accuracy of your data? Is your equipment showing signs of wear? Electronic Technicians will thoroughly inspect your analyzer kit while calibrating, cleaning and repairing each piece. Your equipment will return in like-new condition! *(Preferred, Premium)*

### **Technical Service Support**

Need a refresher on determining compressor valve leakage? Want a second opinion on some troublesome data you collected? Technical Service Support Tickets provide access to Windrock's highly experienced team of Equipment Analysts. *(Premium)*

### **Software Updates**

Troubled about compatibility with that new computer? Want to always have access to the latest analysis tools? Windrock MD and analyzer software updates are available for download from our website, guaranteeing you always have the latest software. *(Basic, Preferred, Premium)*

### **Product Repair/Updates**

Accidentally damaged your pressure sensor? Worried about your hardware staying up to date? Windrock will provide all labor, parts and materials necessary to maintain your analyzer. Priority repair turnaround and return shipping is included as well. *(Preferred, Premium)*

### **Technical Services Discounts**

Want to continue your analyst development? Need onsite assistance with problem machines? Enjoy discounted access to Windrock's team of Equipment Analysts and Technical Trainers for in-house training classes and onsite training and services. *(Premium)*

Windrock's CARE Support Program offers a cost-effective solution for the guaranteed success of your equipment analysis processes. By providing unmatched product and customer support, the CARE Support Program allows you to utilize Windrock's industry-leading knowledge and experience to avoid catastrophic machinery failures and optimize the economic benefit of your portable analyzer.



# Windrock CARE Support Program Plans for Portable Analyzers

Windrock offers three levels of CARE support for our portable analyzers. The features of Basic, Premium and Preferred levels are detailed below.

	None <sup>1</sup>	Basic	Preferred	Premium
Software Updates	\$1,080/Ver	✓	✓	✓
Product Support	\$150/hr	✓	✓	✓
Product Repairs/Updates	\$150/hr + parts		✓	✓
Annual Equipment Calibration	\$2,600		✓	✓
Priority Repair Turnaround	15-20 Days		✓	✓
Two-Day Return Shipping	At Cost		✓	✓
Loaner Equipment <sup>2</sup>	None		✓	✓
Users' Group Conference <sup>3</sup>	\$795		50% Discount	✓
Training Courses	\$1,200/course			20% Discount <sup>4</sup>
Qualification Exams	\$250/exam			20% Discount <sup>4</sup>
Onsite Training/Analysis	List Price			20% Discount
Technical Service Support	\$500/ticket			12 Tickets

1. All advertised pricing is subject to change.

2. Loaner equipment limited to US and Canada.

3. Users' Group discount/admission is limited to one seat per valid CARE plan. Preferred Plan holders may elect to receive a 50% discount on one seat at a regularly scheduled training class in lieu of the Users' Group discount.

4. Discounts are limited to one seat per valid CARE plan per course.

\*Please refer to CARE Support Program Terms & Conditions for additional information

**To begin fully protecting your portable analyzer, please  
contact your Regional Sales Manager today!**

**+1 865-330-1100 or [sales@windrock.com](mailto:sales@windrock.com)**



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

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