

TruService Portfolio



A full range of service solutions for every budget and operating plan

Smart
Service



SMART

- Secure** Increase equipment performance, uptime, and reliability
- Metrics** Document all calibration, validation, and maintenance activities
- Adaptable** Select from flexible plans for rapid response at affordable prices
- ROI** Reduce down-time and cost with spare parts optimization
- Trust** Depend on cGMP certified and trained field service professionals

Service Solutions

Service when you need it

Modern measurement and control equipment manufactured by Finesse is very reliable and requires very little servicing. However, some processes can be quite chemically or biologically aggressive, so that the equipment and instruments will need maintenance, calibration, or replacement parts from time to time.

Flexible solutions for all budgets and operating plans

Fully qualified Finesse field service engineers are available at a moment's notice by telephone for remote support. Routine or daily service tasks can be performed by site maintenance personnel, but when specialized help is required, the Finesse service team is on call for support. Finesse service solutions can provide the right balance between the assistance required by your equipment and your budgetary requirements.

Plans are based on purchased onsite service hours per year. The more hours purchased, the larger the daily rate discount.

Plans offer special discounts for spare parts, hands-on training classes and custom software development.

Plans allow same or next business day telephone and/or remote support.

When required, on-site service response can arrive within 2-4 business days depending on the location.

Accredited traceable calibration services

Calibration services are offered for all Finesse equipment: MFCs, pumps, scales, load cells, and validators. For on-site or fast turnaround, cost effective solutions are available. Our strategic partnership with Endress+Hauser (ISO 17025 certified) enables accredited and traceable calibration services to be performed at the highest level of quality.

Warranty Support

Remote Access

Preventative Maintenance

Software Installation

Repair

Accredited Calibration Services

**System Installation /
Decommissioning**

Hardware Integration and Upgrades

OPC Connectivity

Additional Hardware Installation

System Startup Training

**Loop Tuning and System
Configuration**

Custom Software Development

cGMP Documentation Support

Technical Questions

**Safety Stock and Spare
Parts Discounts**

Clear and Simple Annual Plans

Elite

1–8 vessels on
a single network

40 hours on-site services

Next business day telephone /
remote support

1–4 business days
on-site response time

5% discount*

Premium Elite

9–16 vessels or
multiple networks

80 hours on-site services

Next business day telephone /
remote support

1–3 business days
on-site response time

10% discount*

Super Elite

17+ vessels, multiple networks or
customized complex solutions

160 hours on-site services

Next business day telephone /
remote support

1–2 business days
on-site response time

15% discount*

Global Service Plans

Service plans can be tailored to meet your local or global
business needs across single or multiple geographical locations.

*Discount applies to any upgrades, spare parts, hands-on training classes and custom software development

FAQs

How are hours billed?

Telephone and remote support is billable in 30 minute increments for troubleshooting and investigation. On-site hours are calculated from the moment the field service engineers arrive at the facility at your facility to the time they leave. Please note that the minimum onsite billable time is 4 hours, incremented in 30 minute intervals thereafter.

What if hours are not used?

Unused service hours will expire one year from your plan's start date. Service plans will guarantee resources are allocated to your account and are available when needed. If required, unexpired hours can be used for training or any other non-critical support.

When will service be on-site?

Finesse will make every attempt to resolve issues on the phone or remotely to limit the amount of service hours used. If this does not provide a suitable resolution, an on-site visit will be scheduled at the user's convenience.

What if there is no service plan?

If there is no service plan, service time is charged at Finesse standard support rates. Please note that a purchase order must be submitted prior to a service visit. Response time cannot be guaranteed and is provided on an "as available" basis with priority being given to TruService plan holders.

Call or email today for details on all our plans and services

Our maintenance approach is aimed at improving your equipment performance, uptime, and overall reliability. Our service coordination specialists will work with you to define and implement an effective service plan and then allocate suitable resources to maintain your equipment.

Our approach will take into account your work flow, process strategy, and schedule in order to create a balanced support plan that is tailored to your needs.

We believe that maintenance is not a cost to be minimized but a process to be optimized.

Contact your local Finesse service or sales representative for full details on how we may help you make your process excellent.



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