

Reduce Maintenance Costs with Support from ILX Lightwave

ILX Lightwave Standard Warranty and ProServ Plans meet your individual needs.

Choose between the Standard Warranty and ProServ Plans to get the peace of mind, access to specialists, and rapid service response demanded by your application. With either plan you will receive expert factory training in setup, operation, and maintenance of your system. ILX technical support specialists are ready to provide telephone or web based technical support, schedule preventive maintenance and calibration, assist in revisions and upgrades, and provide fast, effective on-site response. Plans are renewable annually to cover your ongoing system maintenance needs.

Web based support is ready 24 hours a day.

ILX Lightwave's online knowledge base and system support site puts useful information at your fingertips 24 hours a day. Software and firmware upgrade information, as well as information on general operation, maintenance, and troubleshooting are updated frequently. Web based support tools included with every system allow ILX technical support specialists to quickly diagnose and even resolve many support issues.

Modular design and spares support means fast emergency response.

The modular design of our systems streamlines troubleshooting and repair processes. Combine this with on-site spare parts and your system repair time is measured in hours rather than days.

Preventive maintenance and calibration.

To ensure that your system remains up and running at peak performance the ProServ Plan includes an annual on-site maintenance visit. This visit includes a complete system health check, replacement of consumable or worn parts, installation of field revisions, and refresher training.



Select the Plan that's right for you.

The Standard Warranty and ProServ Plans are designed to deliver the outstanding levels of support you have come to expect from ILX Lightwave. See the reverse side of this brochure for detailed information. Then call ILX Lightwave Customer Support to discuss the Plan that best meets your individual needs.

System Service Solutions

IN WARRANTY

Technical Support

- 7:30 am - 5:30 pm, U.S. Mountain Time, Monday - Friday
- Speak directly with an ILX Lightwave Technical Support Specialist
- Web based tools allow rapid problem diagnosis and resolution

On-Site Service

- A Technical Support Specialist arrives on-site at a scheduled time
- System troubleshooting, diagnostics, testing, repair/replacement
- No charge for on-site warranty services for system level diagnosis and repair for 90 days following installation; after the 90 day period, travel costs are billable at standard rates

Repair

- Typical factory repair turnaround within 5 business days for standard products; repair of non-standard parts performed on a best efforts basis
- No charge for repair or replacement parts
- Shipping cost to the factory is customer paid; return shipping to the customer facility is paid by ILX

Spares Support

- ILX recommended, calibrated and tested spare parts are customer purchased from a list customized for each system

Software/Firmware Revisions

- Notification of new software and firmware releases
- Revisions are installed during web based support session or on-site maintenance visit

On-Site Training

- Complete overview of system installation
- Step-by-step review of operation and maintenance
- "How-to" board-level troubleshooting and replacement

Calibration

- NIST traceable factory calibration available for all applicable system components

PROSERV PLAN

Technical Support

- 7:30 am - 5:30 pm, U.S. Mountain Time, Monday - Friday
- Speak directly with an ILX Lightwave Technical Support Specialist
- Web based tools allow rapid problem diagnosis and resolution

Maintenance Program

- One planned maintenance visit included

On-Site Service

- A Technical Support Specialist arrives on-site at a scheduled time
- System troubleshooting, diagnostics, testing, repair/replacement
- No charge for on-site warranty services for up to two visits per year; travel costs are billable at standard rates for additional visits

Repair

- Typical factory repair turnaround within 5 business days for standard products; repair of non-standard parts performed on a best efforts basis
- No charge for repair or replacement parts
- Shipping costs are paid by ILX

Spares Support

- ILX recommended, calibrated and tested spare parts are customer purchased from a list customized for each system
- 10% discount on spares or components for system expansion

Software/Firmware Revisions

- Notification of new software and firmware releases
- Revisions are installed during web based support session or on-site maintenance visit

On-Site Training

- Complete overview of system installation
- Step-by-step review of operation and maintenance
- "How-to" board-level troubleshooting and replacement
- Upgrade and refresher training during annual maintenance visit

Calibration

- NIST traceable factory calibration available for all applicable system components
- One annual calibration of each applicable system component included at no charge

OUT OF WARRANTY

Technical Support

- 7:30 am - 5:30 pm, U.S. Mountain Time, Monday - Friday
- Speak directly with an ILX Lightwave Technical Support Specialist
- Web based tools allow rapid problem diagnosis and resolution
- Extended support calls billable at standard service rates

On-Site Service

- A Technical Support Specialist arrives on-site at a scheduled time
- System troubleshooting, diagnostics, testing, repair/replacement
- Travel and on-site services are billable at standard rates

Repair

- Typical factory repair turnaround within 5 business days for standard products; repair of non-standard parts performed on a best efforts basis
- Repair and replacement costs are billed at standard rates
- Shipping costs are customer paid

In keeping with our commitment of continuing product improvement, ILX Lightwave reserves the right to change specifications without notice and without liability for such changes.

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