

Call Center and Support Lines

Our call center and support lines connect our experts for non-destructive testing (NDT) directly to your team for any questions or in case of malfunction.

Call Center

- Trouble report to our call center service
- Return call of one of our service technicians

Service Line

- Trouble report directly to one of our service technicians via mobile phone
- Guaranteed response times for remote diagnosis and on-site presence
- Included time allocation (individually extendable)

Expert Line

Support for your team directly by one of our NDT experts via mobile phone

- Included time allocation (individually extendable)

Performance on Service Line and Expert Line:

	Monday–Friday			Saturday and Sunday			Contact	Response time	
	BASIC 9h-16h	EXTENDED 6h-22h	FULL 0h-24h	BASIC ^{PLUS} 9h-16h	EXTENDED ^{PLUS} 6h-22h	FULL ^{PLUS} 0h-24h		start remote diagnosis	on-site presence
CALL CENTER	✓						Call Center		
SERVICE LINE	✓	✓	✓	✓	✓	✓	Service technician	✓	✓
EXPERT LINE	✓						NDT expert		

Valid for Central European Time with restrictions on holidays

Service Agreement

We can bundle our services into a **customized service agreement**, which is specifically tailored to your needs.

- Your advantages:
 - **Fast delivery of spare parts** and short response time for services on demand
 - **Predictable conditions** during **service agreement period**
 - **Package prices** for maintenance, calibration, travel packages etc.
 - **Fixed prices** for spare and wear parts
 - **Agreed hourly rates** for services (invoiced at time and materials)
 - **Hotline and support packages** can be added
 - **All services** for your inspection system are carried out by a **single partner**

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After Sales Service for Industrial Inspection Systems

highest productivity throughout the entire plant life-cycle by professional and competent support



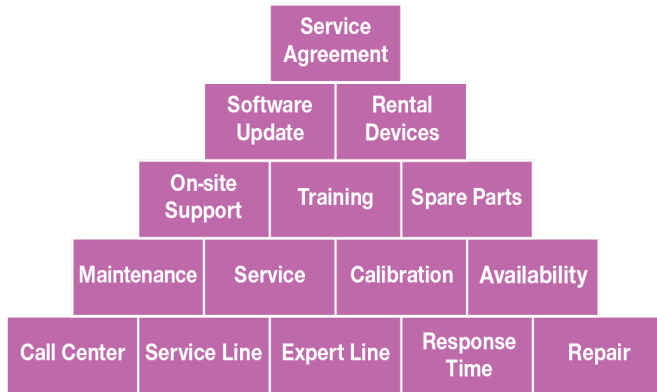
Contact:
examination@framatome.com

www.framatome.com

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Our Service Portfolio



Advantages of our service products

- High system availability
- Increased operator effectiveness
- Predictable costs
- Long-term reliability



Service, Repair and Calibration

- We offer full service and repair for all our NDT products
- These services can be performed either at your facility or in our Service Center
- Calibration of ultrasonic testing (UT) devices can be performed on-site or via remote maintenance
 - Calibration by our calibration laboratory according to EN12668-1
 - Calibration of calibration modules is carried out by our Calibration Service Center

Maintenance

We provide a customized maintenance concept for your testing equipment

- We consider the capabilities of your maintenance team
- Performance of maintenance according to your production periods
- **Regular maintenance or general overhaul** (in cooperation with our partners)

Regular maintenance and general overhaul – the basis for a high system availability and optimal productivity

- **Regular maintenance**
 - Maintenance of NDT electronics and probes
 - Calibration of NDT equipment
 - Maintenance of NDT mechanics
- **General overhaul**
 - Comprises the scope of regular maintenance
 - Additional preventive replacement of wearing parts and general overhaul of the entire system

Spare and Wear Parts

As manufacturer of inspection systems we are able to offer genuine spare parts for your equipment.

- Delivery to any location from our warehouse (depends on availability)
- Individual manufacturing in our facilities
- Off-the-shelf delivery
- Delivery of complete spare and wear part packages
- Your spare and wear part packages can be stored and managed in our Service Center. On demand we support your locations with parts from these packages on short notice.



Training and On-site Support

We offer tailored training courses in any of the following areas:

- General system operating
- Acquisition and evaluation software
- System engineering
- Service/maintenance

The trainings can be performed either **in your facility or in our service center** – depending on your necessity.

Furthermore, our **NDT experts support your team** directly at your shop floor (e.g., in conjunction with the system's ramp up, training of new team members or in case of manpower bottleneck).

Inspection Service

Our qualified and certified staff is well prepared for the respective tasks by means of specified training and product-oriented courses as well as many practical assignments. Our NDT staff is now also qualified and certified for the aviation market according to DIN EN 4179.

Our accreditation as testing laboratory comprises the following procedures:

- Visual testing (VT)
- Penetrant Testing (PT)
- Magnetic Particle Testing (MT)
- Ultrasonic Testing (UT), manual and mechanized
- Radiographic Testing (RT)
- Leak Testing (LT)
- Eddy Current Testing (ET)