



Our Care agreement includes planned health checks and preventive maintenance service for multiple years.

It is the most economical and convenient way to maintain the performance and accuracy of your Vaisala process refractometers year after year.

As a Care customer, you will enjoy multiple benefits.

Benefit	Care Agreement
Fixed pricing for multiple years	✓
Flexibility to add services with agreed terms within the agreement period	✓
Faster delivery times due to priority processing	✓
Vaisala MyLearning license for access to liquid measurement online training material	✓
Free shipping and convenient online return process	✓

Personalize your agreement by choosing

- 1 Services**
 - Service center or on-site maintenance
- 2 Balance of services**
 - Minimum 3 services
 - Balance can be increased during the agreement period
- 3 Agreement length**
 - 3-5 years
- 4 Invoicing options**
 - Advance payment
 - Annual invoicing

Availability and terms

The Care agreement is available for all Vaisala Polaris™ Process Refractometers as well as Vaisala K-PATENTS® Process Refractometers PR-23/33/43.

The agreement period starts from the confirmed order and the customer shall use the amount of services within the agreed time. Customers have the flexibility to add more services with agreed terms within the agreement period.

Each agreement includes one user license to Vaisala MyLearning portal.

Planned services with comprehensive content

As a manufacturer, Vaisala is able to offer you the most comprehensive performance and maintenance services ensuring that the instrument meets its original specifications. All services are performed by professionals using the latest procedures and original parts.

Service options

- **Functional test and calibration**
For verifying the condition and performance of the equipment. Includes functional testing according to Vaisala`s standards, calibration and a service report
- **Prism replacement**
For maintaining the performance of the process refractometer by original quality prism replacement and functional testing service according to Vaisala`s standards



Convenient and fast regular maintenance

Care customers can send the refractometers for service center maintenance easily using Vaisala`s online return tools. The priority handling shortens the maintenance process by several days ensuring the fastest possible turnaround time.

How it works



1. Use the Online return form to get the pre-filled waybill.



2. Send your devices to Vaisala Service center using the free shipping.



3. Maintenance is performed in the Service center with a priority status.



4. Your refractometer is returned with service documentation.

VAISALA

www.vaisala.com

Please contact us at
www.vaisala.com/contactus

Online portal:
store.vaisala.com/en/services



Scan the code for more information

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