



Brüel & Kjær Vibro



# Long-Term Service Agreements

Uptime and Reliability for Industrial Machinery

## Why a Brüel & Kjær Vibro Long-Term Service Agreement?



Our **Long-Term Service Agreements** at a glance:

- Remote or on-site service through a **dedicated contact**
- Prioritized delays
- Vast worldwide network of **specialists certified to the ISO 18436-2 standard**
- Full cost transparency by calculation in advance
- **One, two and five-year contracts** are available
- From regular maintenance to emergency assistance – everything is encompassed.

For more information or a Long-Term Service Agreement proposal tailored to your needs, please give us a call at **+49 6151 428-1424** or write to **[service@bkvibro.com](mailto:service@bkvibro.com)**.

A vast amount of experience and many studies clearly prove that an effective condition monitoring strategy significantly reduces the life cycle costs of production machinery. What is not entirely understood by many, however, is the important role service plays in this capacity. This is especially true in plant-wide monitoring applications where there is extensive safety, condition and performance monitoring for many machines.

High-technology monitoring systems have several servers and an extensive front-end. Such a system not only completely monitors the machines, but it also shares this information with numerous other systems, operators, maintenance staff, administrators and even third-party machine manufacturers and consultants. Services are therefore very important for reaping maximum benefits out of the system, such as for operating, fine-tuning, maintaining and upgrading the system and its interfaces. This is in addition to a number of services for diagnostics, performance monitoring and training.

The **Long-Term Service Agreement (LTSA)** is the ideal solution for combining a multitude of individual services into one manageable package. It is tailored to the customer's requirements and budget, and can be used by small, medium and large size customers alike. It is a truly value-added function so the customers get maximum advantages out of their investment, by **improving reliability and performance** of their system (and their monitored machines), and **optimizing the overall uptime** of the system (and machines).

# Long-Term Service Offering

N°	Name of service	Description
1	LTSA desk	<ul style="list-style-type: none"> <li>• Dedicated entry point with priority response</li> <li>• Queries logged for escalation process</li> <li>• Contact for face-to-face discussions</li> </ul>
2	Call center	<ul style="list-style-type: none"> <li>• Dedicated focal point for immediate customized help</li> </ul>
3	Ticket center	<ul style="list-style-type: none"> <li>• Time-based support</li> <li>• Hourly rates (per month or year), or upon request</li> </ul>
4	System maintenance	<ul style="list-style-type: none"> <li>• IT and COMPASS Classic/Compass 6000™ maintenance</li> <li>• Covering all hardware and software-related questions</li> </ul>
5	Preventive and corrective maintenance	<ul style="list-style-type: none"> <li>• Documentation of the state of the system, including recommendation report</li> </ul>
6	Operation support	<ul style="list-style-type: none"> <li>• Support the client with system operation, maintenance and diagnostics</li> </ul>
7	Diagnostic support	<ul style="list-style-type: none"> <li>• Provide analysis</li> <li>• Provide recommendations or improvements to better understand machine faults</li> </ul>
8	Remote access (covers 4, 5, 6, 7)	<ul style="list-style-type: none"> <li>• Remote connection with login available</li> <li>• Security procedures within the client's organization</li> </ul>
9	Site visits (covers 4, 5, 6, 7)	<ul style="list-style-type: none"> <li>• Periodically agreed (whenever needed)</li> <li>• Optimization of performance and operation of the condition monitoring system</li> <li>• Includes checking and investigating system (blue) alarms and solution recommendations</li> </ul>
10	Training	<ul style="list-style-type: none"> <li>• Training on an ad hoc or regular basis</li> <li>• Modules customized to meet clients' requirements</li> <li>• Courses can be held on-site or in our factory</li> </ul> <p><i>For more information, please refer to our brochure "Training in Machine Condition Monitoring".</i></p>
11	Performance monitoring	<ul style="list-style-type: none"> <li>• Update and control settings and display of the performance calculations</li> </ul>
12	Offline and online machine condition monitoring	<ul style="list-style-type: none"> <li>• Basic setup and baseline measurements</li> <li>• Creation of a monitoring strategy and a database set up with measurements</li> </ul>
13	Fine-tuning database	<ul style="list-style-type: none"> <li>• Optimized settings and adjustment of measurements</li> <li>• Threshold, logic, output, display of the system</li> </ul>

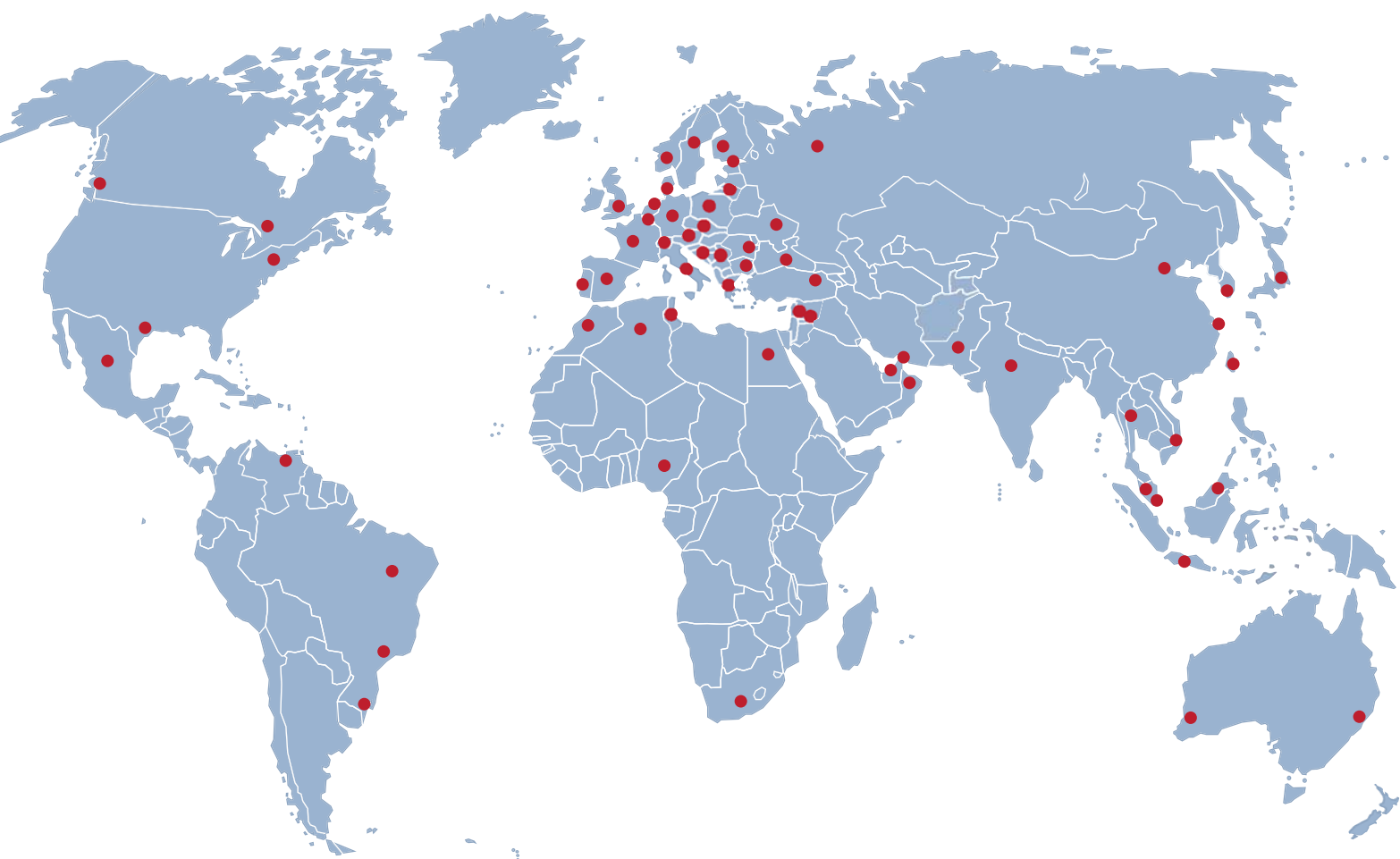
N°	Name of service	Description
14	Software updates and upgrades	<ul style="list-style-type: none"> <li>• Covering Brüel &amp; Kjær Vibro and third-party software</li> <li>• Optional installation (alternatively on separate call)</li> <li>• Hardware upgrades, which may be necessary for installation, are not included!</li> </ul>
15	Obsolescence	<ul style="list-style-type: none"> <li>• Notice for obsolescence</li> <li>• Proposal for solution</li> </ul>
16	Spare parts	<ul style="list-style-type: none"> <li>• Delivery</li> <li>• Stock can be proposed or reserved, with shipment delay</li> </ul>
17	Field Replaceable Parts (FRP) delivery service	<ul style="list-style-type: none"> <li>• Instrument exchange basis (returned parts become the property of Brüel &amp; Kjær Vibro)</li> <li>• FRP will be supplied for equipment made by Brüel &amp; Kjær Vibro, not sub-suppliers</li> <li>• Replacement parts can be shipped to client within a specified delay (without customs clearance)</li> </ul>
18	Repair and calibration	<ul style="list-style-type: none"> <li>• Periodic calibration (usually once per year)</li> <li>• Type of calibration to be agreed, also the immobilization time</li> <li>• Repair can be covered at fixed fees, also priority</li> </ul>
19	Documentation update	<ul style="list-style-type: none"> <li>• Maintain and provide customized documents to the last modification</li> </ul>
20	Modifications	<ul style="list-style-type: none"> <li>• Proposal and implementation of solutions and improvements</li> </ul>
21	Security packages	<ul style="list-style-type: none"> <li>• System upgrade and maintenance (safety, access, connection)</li> </ul>
22	Price schedule	<ul style="list-style-type: none"> <li>• Daily rates for site work based on hours per working day</li> <li>• Hourly rates for office work</li> <li>• Rates for mobilization / demobilization</li> </ul>
23	Extension of “working and calendar day” definition	<ul style="list-style-type: none"> <li>• Special condition for the definition of extra hours and amount covered</li> </ul>
24	Delays	<ul style="list-style-type: none"> <li>• Response time (as per contract)</li> </ul>



*This is a partial listing of some of the individual services that can be included in an LTSA contract. If you are interested in customizing your own list of LTSA services, please contact [service@bkvibro.com](mailto:service@bkvibro.com) or call +49 6151 428-1424.*

*For all our services, our Standard Terms and Conditions as specified on [www.bkvibro.com](http://www.bkvibro.com) apply.*

## Brüel & Kjær Vibro has a service and support network around the globe



For more information, please see our contact details overleaf or refer to

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

# Contact

## Services

- For information on all services for adding value to your business, on-site or remote; diagnostics, consultancy, settings, monitoring strategy, commissioning, maintenance, training, balancing

Phone: +49 6151 428-1424

E-Mail: [service@bkvibro.com](mailto:service@bkvibro.com)

## Hotline

- For technical questions concerning your equipment

Phone: +49 6151 428-1400

E-Mail: [support@bkvibro.com](mailto:support@bkvibro.com)

## Repairs and Calibration

- Inquiries regarding repairs, calibrations, rental equipment

Phone: +49 6151 428-1327/-1328

E-Mail: [repaircenter@bkvibro.com](mailto:repaircenter@bkvibro.com)

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