



# ATE Field Services



Cert No. FS647



Calibration 0006

## How an IFR ATE service agreement can help

- Comprehensive OEM support
- Regionally based engineers for local support
- Flexible service agreements
- Regular service reviews
- Preferential rates for parts and labour
- Access to technical help desk
- Full hardware and software support available



The IFR ATE service team is the largest in the UK and provides on-site calibration and repair for all IFR & Marconi Instruments ATE systems.

As the OEM, IFR is the only company that can provide the support and technical expertise necessary to ensure that your ATE system continues to perform at its best.

## IFR provides through a range of agreements:

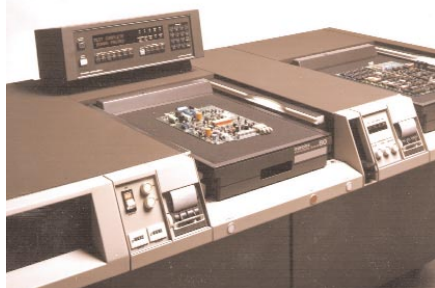
- Comprehensive spares holding for ALL products
- Product specialist support
- Technical help desk
- Hardware and software support
- Software updates
- On-site support for critical software problems
- Access to full program and fixture design service
- Provision of product enhancements



4800 series ATE Systems



51X series ATE Systems



System 80 ATE Systems

### IFR Field Service Agreements

IFR offers a comprehensive range of agreements designed to accommodate the different needs of its customers.

#### All agreements include:

- Guaranteed response times
- Calibrations to IFR recognised standards
- Access to IFR technical help desk
- Planned preventative maintenance visits

#### There are four standard levels of service agreement available:-

##### Gold Plus

- 4 hour response time
- Unlimited visits
- All parts and labour costs included

##### Gold

- 6 hour response time
- Unlimited visits
- All parts and labour costs included

##### Silver

- 8 hour response time
- Managed Funding Facility (MFF)
- Discount on parts, callout & labour charges

##### Bronze

- 8 hour response time
- Discount on parts, callout & labour charges

**Call us today to find out how the IFR Service Group can help you.**

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