

## **GOLD/SILVER CONTRACTS**



- 1,2,3 year options**
- Upgrade to standard warranty**
- Available Globally**
- Available on a variety of products**

**“A flexible approach to match your priorities and meet your expectations”**

### **Gold Contract**

- Loan sent immediately if failure reported
- Loan unit available during calibration
- 48 hour turnaround on repairs and calibration
- Annual calibration (Pre & Post including results)
- Discounts on training courses

### **Silver Contract**

- 48 hour turnaround on repairs and calibration
- Loan unit supplied if we fail to meet 48 hour turnaround
- Annual calibration (Pre & Post including results)
- Discount on training courses

Website: <http://www.racalstruments.com> E-mail: [helpdesk@racalstruments.com](mailto:helpdesk@racalstruments.com)

## PRODUCT SUPPORT SERVICE CODE INFORMATION

| Code | Description       | Detail   |
|------|-------------------|--|
| G0   | Enhanced Contract | Gold service upgrade to initial product warranty   |
| G1   | Enhanced Contract | 1 year Gold Service Contract                       |
| G2   | Enhanced Contract | 2 years Gold Service Contract                      |
| G3   | Enhanced Contract | 3 years Gold service Contract                      |
| Si0  | Enhanced Contract | Silver Service upgrade to initial product warranty |
| Si1  | Enhanced Contract | 1 year Silver Service Contract                     |
| Si2  | Enhanced Contract | 2 years Silver Service Contract                    |
| Si3  | Enhanced Contract | 3 years Silver Service Contract                    |

# RACAL INSTRUMENTS



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