



*Qualmark*<sup>®</sup>



*Protect Your Investment*

## Post Warranty and Service Programs

Mission-critical equipment downtime can adversely impact time to market and product quality. Keeping your Accelerated Stress Test equipment up and running at peak performance helps throughput and profitability quotas to stay on track.



# Protect your investment

with a support program from the original equipment manufacturer!

Realizing the full benefits of an accelerated reliability program requires that systems operate in top condition. To help accomplish this, Qualmark offers four levels of service to help keep accelerated testing and production work on track - full maintenance, calibration and preventative maintenance service, extended parts warranty and technical support. For application support, consider Qualmark's Web Based Education, which is offered at a discount with all post-warranty service plans, or ask about Qualmark's Professional Services programs.



[support@qualmark.com](mailto:support@qualmark.com)

**+1.888.543.9877** (toll free USA and Canada)  
**Monday through Friday, 8:00am to 4:30pm MDT**  
**(10:00am to 6:30pm EST)**

## ANNUAL PM AND CALIBRATION SERVICE

	Technical Support	PM & Cal	Labor	Parts	Travel	WBE Discount
PM & Cal		✓	✓	Discount		✓

Because of the extreme stresses delivered with Qualmark equipment, a twice yearly preventative maintenance and calibration regimen is recommended to help keep accelerated stress test programs delivering consistent results. Heavily used systems should be attended to more frequently. Regularly scheduled visits by a Qualmark certified technician help to keep systems running within factory specifications and can increase life expectancy of parts and components and reduce premature replacements and large-scale repairs.

The Annual PM and Calibration program includes:

- ▶ 2 Preventative maintenance visits with one calibration annually
- ▶ 37 point inspection and cleaning
- ▶ Calibration traceable to NIST
- ▶ Discounts for additional systems at same site
- ▶ 10% parts discount on any necessary corrective maintenance
- ▶ 10% labor discount on any necessary corrective maintenance

Discounted rate on parts and labor for corrective maintenance applies when the work is performed during the scheduled PM and Cal visit. Travel is billed separately. Existing warranties, if any, are not affected by the Preventative Maintenance and Calibration Service program. Maintenance does not include thermocouples, accelerometers, accelerometer cables, communication cables, light bulbs, flexible ducting or similar consumables. PC's are covered by the original manufacturer. \*

\* Full terms and conditions are provided with quote. Contact Qualmark or your nearest representative about Post Warranty Service Programs.

## TECHNICAL SUPPORT

	Technical Support	PM & Cal	Labor	Parts	Travel	WBE Discount
Technical Support	✓			Discount		✓

Qualmark's Technical Support plan provides 12 months of support via same or next business day email or call-back phone assistance to help diagnose equipment problems and provide remote troubleshooting. If necessary, on site repairs will be scheduled with a factory-trained technician and replacement parts will be discounted 10%. Non-equipment, application related inquiries will be provided options for assistance from Qualmark's Professional Services group.

## WEB BASED EDUCATION (WBE)

Web Based Education provides essential training for organizations implementing an accelerated reliability program, especially where systems are deployed with new personnel or in more than one location. Qualmark's online courses meet the same standards for content excellence and expert instruction offered by Qualmark's Professional Services group. Recognizing that the accelerated test reliability practices of HALT (Highly Accelerated Life Testing) and HASS (Highly Accelerated Stress Screening) are fundamentally different in approach from most verification tests, Qualmark's WBE helps establish the highest degree of best practices possible in any organization seeking to maximize their return on investment.

	Technical Support	PM & Cal	Labor	Parts	Travel	WBE Discount
Annual Maintenance Program	✓	✓	✓	✓	✓	✓
Extended Parts Warranty	✓			✓		✓
Annual PM & Cal		✓	✓	Discount		✓
Technical Support	✓			Discount		✓

## A Plan to Suit Any Budget

Qualmark solutions include post warranty value with plans for equipment management designed to maximize return on investment. Four levels of coverage are available: Annual Maintenance, which includes parts and labor to maintain chambers at factory spec conditions; Preventative Maintenance & Calibration Services; Extended Parts Warranty; and an Annual Technical Support plan. Select one of these post-warranty plans to help keep equipment running at factory spec with service provided by Qualmark trained technicians.

### EXTENDED PARTS WARRANTY

	Technical Support	PM & Cal	Labor	Parts	Travel	WBE Discount
Extended Parts Warranty	✓			✓		✓

Protect your Accelerated Test Equipment investment by having a parts warranty in place for when untimely problems might otherwise create an unexpected strain on budgets and production. Qualmark's Extended Parts Warranty program provides the peace of mind needed to assure minimum down time by covering replacement OEM parts and subsystems for 12 months as follows:

- ▶ **LN2 System**  
*VJ Manifold including Primary & Redundant Bonnet, Redundant Bonnet Pressure Regulator and Valve, GN2 Purge Solenoid and Gauge, Primary Bonnet E/P and Purge Valve, Spray Bar Assembly and Fog Nozzles*
- ▶ **Vibration Table**
- ▶ **Actuators**
- ▶ **Motors**
- ▶ **Electrical Components**  
*PLC, Contactors, Overloads, Solid State Relays (SSRs)*

Extended Parts Warranty covers parts only and is only available for chambers where the factory warranty has not yet expired. This is an Extended Parts Warranty offering and does not replicate nor replace the original factory warranty issued with purchase. Warranty for component or assembly upgrade applies only to the upgraded (new) components and assemblies added to used systems. Extended Parts Warranty does not include thermocouples, accelerometers, accelerometer cables, communication cables, light bulbs, flexible ducting or similar consumables. PC's are covered by the original manufacturer. \*

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Qualmark's courses are design in a user-friendly, interactive format that will:

- ▶ shorten the learning curve for those new to HALT
- ▶ reveal best practices for the development and implementation of a HALT program
- ▶ specifically provide rapid ROI on Qualmark equipment

Ask for a free trial: [training@qualmark.com](mailto:training@qualmark.com)

### ANNUAL MAINTENANCE PROGRAM

	Technical Support	PM & Cal	Labor	Parts	Travel	WBE Discount
Annual Maintenance Program	✓	✓	✓	✓	✓	✓

This comprehensive support plan is essential for helping to keep Accelerated Stress Testing programs on track while mitigating the potential for unexpected expenses. Qualmark's Annual Maintenance program extends the factory warranty, provides preventative maintenance and calibration, and is the only plan that covers the table and actuator performance. It is designed so that customers can focus resources on their product testing program results and leave the chamber maintenance to Qualmark. This program provides the most comprehensive coverage available from Qualmark to help maintain system performance within factory specifications. Most importantly for HASS and HASA, the Annual Maintenance program is crucial in supporting test system compliance (thermal and vibration) with the specifications under which reliability programs have been developed.

Annual maintenance includes 12 month's maintenance, service, and part replacement:

- ▶ All provisions in PM and Cal Service Plan
- ▶ All provisions in Extended Parts Warranty
- ▶ 2 pre-scheduled PM and Cal visits per year
- ▶ **Vibration table performance evaluation and maintenance.** *If results from the evaluation indicate more than 25% degradation from initial standard tests the table will be rebuilt or replaced at no additional charge. To measure table degradation, maximum gRMS attainable shall be measured immediately following chamber/table installation or table rebuild.*
- ▶ **Actuator performance evaluation and maintenance.** *Actuators that are determined to be worn beyond specification will be replaced.*

Annual Maintenance Plan covers parts, labor, and travel expenses for two pre-scheduled trips based on Qualmark's zone allowances. Additional trips or travel not scheduled 2 weeks in advance may incur a trip charge. A lapse in coverage will require equipment inspection by Qualmark at owner's expense before any new contract can be effected. Should the condition of the equipment preclude coverage Qualmark will provide a Labor and Materials Service quote for the repairs necessary to qualify a system. Maintenance does not include thermocouples, accelerometers, accelerometer cables, communication cables, light bulbs, flexible ducting or similar consumables. PC's are covered by the original manufacturer and not covered under Qualmark's maintenance agreement.\*

**BLANKET PO for travel, parts, and/or labor**

Keep maintenance budgets manageable and bypass emergency expense approval delays by issuing a purchase order for Qualmark services. An open PO provides ease of response, flexibility, and peace of mind when unexpected issues may arise.





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