

# SOFTWARE AND SERVICE PLANS

## TSC PACE

### PROTECT AND IMPROVE YOUR INVESTMENT

#### ADVANTAGES & BENEFITS

- Annual calibration
- Peak performance with software updates and upgrades
- Firmware updates
- Desktop software
- Peace of mind, uninterrupted operations
- Extend the warranty coverage on your Pace (full service plan only)
- Get priority repairs and technical support



TSC Pace® service plans are associated to specific instruments (serial number) and they offer you the peace of mind of knowing that your investment is well protected, functional, and up-to-date.

#### ANNUAL CALIBRATION

An annual calibration performed by Eddyfi guarantees its quality and is crucial to instrument precision.

#### FIRMWARE UPDATES

We are constantly working to improve the efficiency and dependability of Pace. Every plan includes all firmware updates.

#### PREVENTIVE MAINTENANCE INSPECTION

This inspection covers 25 essential points of Pace's functionality, which prevents unforeseen failures and unnecessary down time. Includes internal mechanical and electronics tests, necessary cleaning, and part replacement according to the terms of the extended warranty (below).

#### COMPREHENSIVE EXTENDED WARRANTY

Full plan – only available upon instrument purchase. The extended warranty completely covers your Pace for the duration of the plan. The warranty protects you from all failures arising from the normal use of the instrument. It also fully covers parts and labor in case of repairs.

#### SOFTWARE UPDATES AND UPGRADES

Pace service plans entitle you to all software updates and upgrades for the period of your plan. Enjoy the benefits of all the latest software features and improvements.

#### PRIORITY REPAIR AND TECH SUPPORT

A Pace protected by a service plan is always fast tracked. The typical turnaround from its delivery at Eddyfi Technologies offices is 48–72 business hours.

#### AVAILABLE PLANS

PLANS	NUMBERS
3-year service plan	PACE-PSP-Y3
5-year service plan	PACE-PSP-Y5
Full 3-year service plan	PACE-PSP-FULL-N3

Shipping and return shipping are at the customer's expense, and instruments to be calibrated must arrive at Eddyfi Technologies offices within 30 days of the calibration due date.

The comprehensive extended warranty does not cover abuse, alteration, theft, loss, or unauthorized and/or unreasonable use of Pace.

The information in this document is accurate as of its publication. Actual products may differ from those presented herein.

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Technologies**

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