



Product Leaflet

Services & Contracts

**USC/SSC/SSC+**

Microflown Technologies  
Tivoliilaan 205  
6824 BV Arnhem  
The Netherlands

Phone : +31 088 0010800  
Fax : +31 088 0010810  
Mail : [info@microflown.com](mailto:info@microflown.com)  
Web : [www.microflown.com](http://www.microflown.com)

# SERVICES & CONTRACTS

The software (& support) contracts ensure that you can fully focus on your core work. You will always run the latest software version including all improvements and new features. Furthermore, you will get a full range of services and personal support to achieve the best quality and efficiency in doing your work. You will receive for example discounts on maintenance or trainings, access to additional educational materials and many more. The service contracts can be ordered for an initial contract length of 1 year. You have the option to choose whether you would like the contract to be automatically renewed or whether it should expire after the contract period ends.

## USC / UPDATE SERVICE CONTRACT

An Update Service Contract is offered (USC) too. This will solely provide you with the new software releases, but none of the SSC and SSC+ features.

## SSC / SOFTWARE & SUPPORT CONTRACT

The Software & Support Contract (SSC) ensures that you always run the latest software version including all improvements and new features. The SSC includes discounts on maintenance, hardware upgrades, trainings, access to additional educational materials, and much more. Take advantage of the full range of services and personal support to achieve the best quality and efficiency in your core work.

### DIRECT SUPPORT

**Personal support:** our team of experts is available to you for direct and personal support. With the SSC you benefit from priority service, available through telephone, skype and e-mail.

**On-site support:** as an SSC holder you get 10% discount on on-site training, installation, consulting and engineering services.

### EDUCATION

**Self education:** extensive documentation and training videos are available for our SSC holders. This includes general information on acoustics, as well as information specific to Microflown systems and application cases.

**Free webinars:** free access to organized webinars on our products and other topics related to acoustics.

**Training:** get 30% discount on dedicated training for small groups at our office and benefit from the expertise of our experienced trainers.

### SOFTWARE

**Releases and new features:** being an SSC holder you are guaranteed to have access to all new software releases. Benefit from all improvements and new features!

**Software reliability:** Microflown commits to keep your software updated and compatible with new Windows releases.

### DISCOUNTS

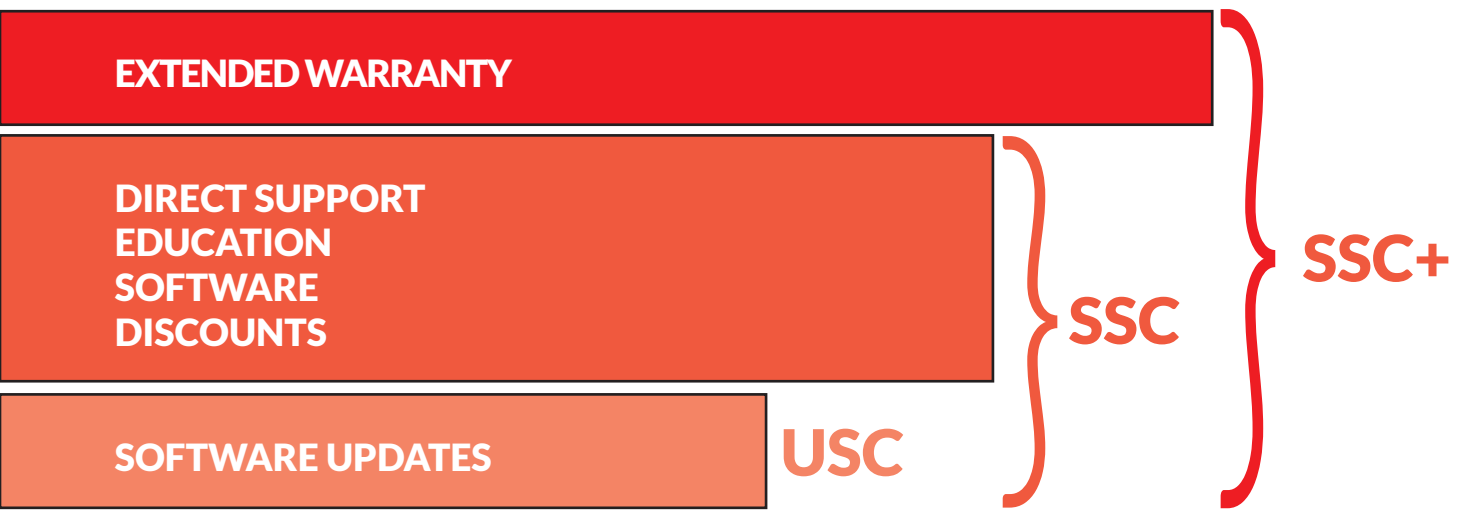
**Calibration:** having your Microflown sensors calibrated every two years ensures the performance of your system. You receive a 30% discount on calibration of your equipment at our accredited service center.

**Repair:** for repairs excluded from warranty, a 30% discount on the repair costs is provided. Furthermore, as a SSC holder, you get the highest priority, granting a return of your equipment within 7 days, to ensure the continuity of your operations.

**Rental:** for your temporal need of additional equipment a 20% discount on rental prices is offered.

## SSC+ / EXTENDED WARRANTY

To our customers that have a Software Support Contract (SSC) we offer the SSC+. This will additionally give you an extended warranty for the period of the contract. Please contact Microflown or one of our local partners to obtain more information.



# RECALIBRATION

Instrumentation needs to be recalibrated frequently. We advise to recalibrate the Microflown sensors once per 2 years. In our lab, we use reference sensors that are recalibrated annually at an accredited lab.

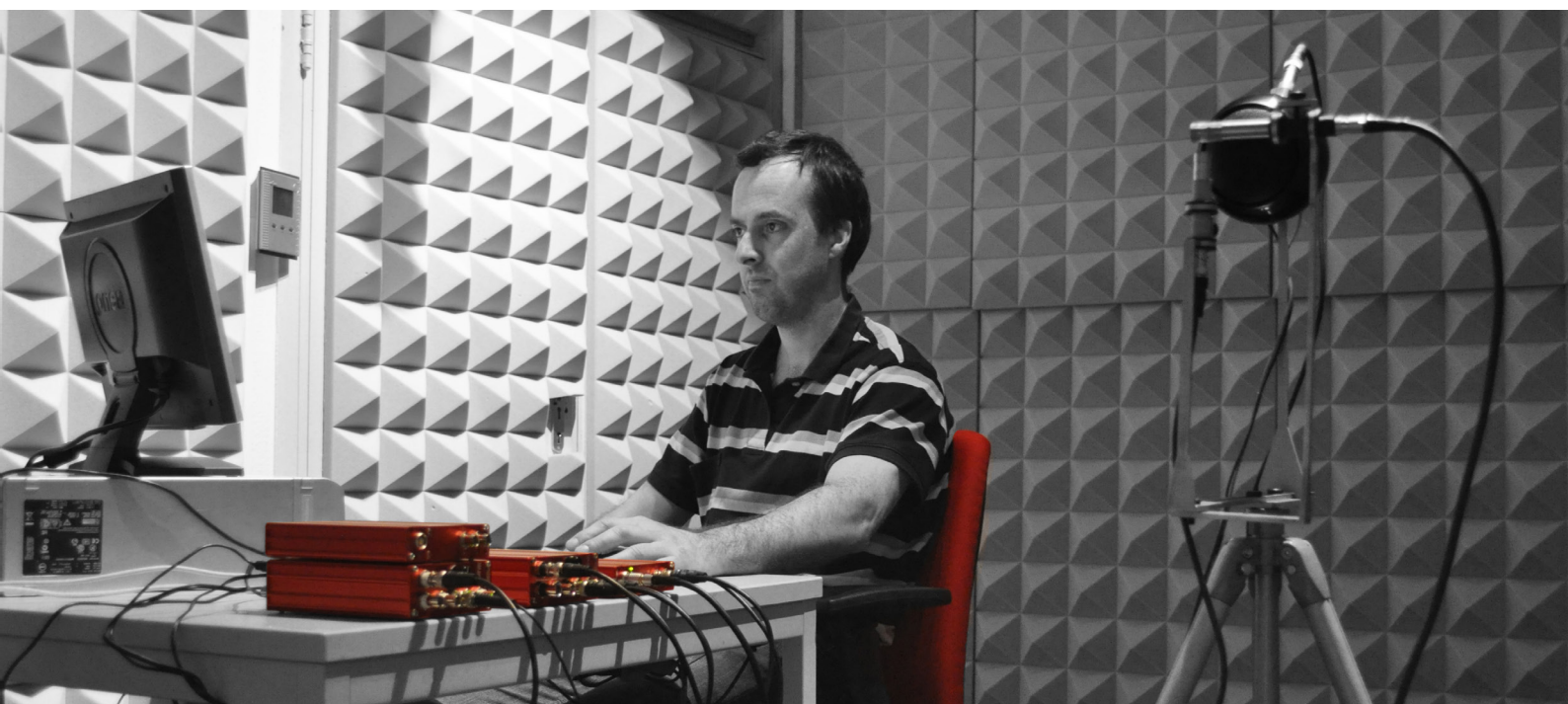
On request higher frequencies can be calibrated. The standard calibration includes:

- Acoustic particle velocity sensors 20 Hz - 10 kHz
- Sound pressure microphones 20 Hz - 10 kHz

Using express services, turnaround time of recalibration services is normally one week. The recalibration comes including a new calibration report and if necessary in a digital format as MS Excel and/ or Text file.

Product name	Product code
All type of Scanning probes incl. MFSC-2 or MFPA-1	CAL-SP
All type of PU probes incl. MFSC-2 or MFPA-2	CAL-PU
All type of USP probes incl. MFSC-4 or MFPA-4	CAL-USP
Array of 12 PU probes incl. Router Box	CAL-ARRB
Array of 12 PU probes incl. Signal Conditioners	CAL-ARSC
Certificate of Conformance per probe	CAL-COC
Scout422	CAL-SCT
Scout V2	CAL-SCT2

Extended Warranty	Scanning probe kits	PU probe kits	USP probe kits
1 Year	EXWP-A	EXWP-A	EXWP-B



# REDUCE THE PRESSURE IN YOUR WORK GO FOR PARTICLE VELOCITY



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