

NON-STOP PEACE OF MIND





Service | Guard

Struers ServiceGuard is a comprehensive range of technical services and training designed to help you guard the availability, predictability and uptime of your Struers equipment.

Availability

Time is of the essence if you suddenly face an unexpected problem that could impact your own performance. You can count on us to ensure rapid delivery of spare parts and the availability of an experienced service engineer – wherever you are.

Uptime

Properly installed, maintained and optimized equipment ensures your peace of mind by ensuring maximum uptime. You can depend on us to train your operatives in correct usage of your equipment in order to ensure constant quality and performance.

Predictability

Your customers need certainty of valid testing. Regular planned maintenance by experienced Struers field service engineers is the key to high test predictability, delivery and cost optimization.

Performance and peace of mind

“Service is not only about sustaining optimum performance for our customers. It also gives peace of mind and more time to deal with other issues. The value we deliver comes from our commitment, experience and expertise over many years, and the confidence and trust of our customers.”

Thomas Graulund

Thomas Graulund, Field Service Engineer, Struers Nordic

Service Plans

Strategic planning that prevents unexpected issues, protects uptime and assures performance

By choosing a customized Service Plan, you ensure regular preventive maintenance that enables you to increase uptime and predictability of test results until the next maintenance visit. For example, you can opt for performance assurance and rapid specialist support.

Our experienced experts help you determine the service level and content that best suit your particular requirements. You can choose between three levels of Service Plans.



Service Packages

Forging a broader understanding

A complete, all-in-one Service Package contains essential services and training that help you ensure output to specification via rapid start-up, optimize your processes and ensure maximum uptime.

You can choose between three different Service Packages and combine them with Single Services according to your needs.



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PACKAGES

Single Services

A single service resolves an isolated issue

Single services focus on individual tasks that usually become necessary as the result of an issue affecting quality, efficiency or uptime. You can book one or more single services at any time depending on your needs.



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SERVICES

Take a closer look at ServiceGuard

PERFORM PLAN

A customized preventive maintenance giving you an agreed annual uptime and performance. Struers supplies the required technical services and consumables, and if required, an inventory of critical spare parts. All services, parts, consumables, travel costs and loan equipment costs can be included.

PROTECT PLAN

A service plan that protects your assets, maximizes uptime and gives you full warranty on your equipment. Struers makes an agreed number of reoccurring maintenance visits. If necessary, we ensure fast on-site repair support with original parts or provide a loan equipment alternative.

PREVENT PLAN

Ensure regular preventive maintenance enabling you to increase uptime and predictability of test results until the next maintenance visit.

START-UP PACKAGE

Ensure 100% performance of your equipment from day one. An introduction to basic applications, basic product training and basic maintenance as well as remote services, if applicable, ensures correct operation and specimen quality.

OPTIMIZATION ASSESSMENT PACKAGE

Helps you identify opportunities for optimizing quality, efficiency and speed in order to ensure reproducibility of preparation results and productivity.

MAINTENANCE TRAINING PACKAGE

Detailed training in daily, monthly and annual preventive maintenance, enabling you to maintain your own equipment and ensure preparation quality and uptime.

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- 1** Installation* and Basic Training
 - 2** Remote Diagnostic Connection
 - 3** Application Assessment
 - 4** Inspection Services
 - 5** Overhaul Services
 - 6** Calibration - Struers certification
 - 7** Calibration - Accredited
 - 8** Preventive Maintenance Service
 - 9** On-Site Repair Service
 - 10** Struers Workshop Repair Service
 - 11** Product Training
 - 12** Maintenance Training



Always there for you

As a global company with a local presence, we are always close to you. That means you can rely on us to provide the technical service expertise you need as well as spare parts from local stocks – whenever you need them.

We are always there for you. All you need to do is tell us how we can help you.



Ensuring Certainty

With offices and affiliates in 24 countries and a presence in more than 50 countries worldwide, Struers is the world's leading materialographic solution supplier. We are dedicated to enabling our customers to ensure certainty in all aspects of materialographic preparation and testing as well as material hardness testing - wherever they are in the world.

Struers offers a complete range of equipment, consumables, service and training programmes – all supported by the most comprehensive knowledge base, global applications support and a certified global service set-up.

Take a closer look at
www.struers.com/en-GB/Technical-Service