



Our Care agreement includes planned health checks and preventive maintenance service for multiple years. It is the most economical and convenient way to maintain the performance and accuracy of your Vaisala K-PATENTS process refractometers year after year. As a Care customer, you will enjoy multiple benefits.

Benefit	Care Agreement
<b>Extended warranty of up to 5 years</b> when purchased with a new refractometer	✓
<b>Free shipping</b> of the instruments to and from Vaisala Service center	✓
<b>Priority order handling</b> at the Service center	✓
<b>Fixed service pricing</b> for the agreement period	✓
<b>Planned service schedule</b> for multiple years	✓
<b>Easy instrument return process</b> using online tools	✓

### Personalize your agreement by choosing

1

#### Services

- Service center or on-site maintenance

2

#### Service interval

- 6 or 12 months

3

#### Agreement length

- 3-5 years

4

#### Invoicing option

- Prepaid or annual invoicing

### Availability and terms

The Care agreement is available for Vaisala K-PATENTS Process Refractometers PR-23/33/43.

The agreement period starts as agreed in the confirmed order and the customer shall use the amount of services within the agreed time. When the agreement is purchased together with a new refractometer, the warranty period will be automatically extended to the contract period. For more information, please contact your local authorized Vaisala representative.

## Planned services with comprehensive content

As a manufacturer, Vaisala is able to offer you the most comprehensive performance and maintenance services ensuring that the instrument meets its original specifications. All services are performed by professionals using the latest procedures and original parts.

### Service options

- **Inspection and basic maintenance**  
Service center service including functional testing, parts inspection, gaskets and dryer sachet replacement, software updates, calibration, verification and service documentation
- **Inspection and maintenance with prism replacement**  
Service center service including prism replacement
- **On-site performance check**  
Service performed at customer site including performance inspection and verification.



## Convenient and fast regular maintenance

Care customers can send the refractometers for service center maintenance easily using Vaisala's online return tools. The priority handling shortens the maintenance process by several days ensuring the fastest possible turnaround time.

### How it works



**1.** Use the online Return materials authorization (RMA) form and inform your agreement number to get a waybill.



**2.** Send your devices to Vaisala Service center using the free shipping.



**3.** Maintenance is performed in the Service center with a priority status.



**4.** Your refractometer is returned with service documentation.

# VAISALA

Please contact us at  
[www.vaisala.com/contactus](http://www.vaisala.com/contactus)



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Go to **online RMA form**