



RF500 Service Level Agreement

Compliance Audits and
Quality Assurance Support



COMARK

A Fluke Company

Service Level Agreement for RF500 Monitoring Systems

Let Comark support you with your compliance and quality assurance

Comark Instruments offer a comprehensive Service Level Agreement, designed to give you the best of Comark's after sales service.

Combining onsite UKAS certification of your system with our personal and professional service team, it gives you the peace of mind that your system remains compliant with the requirements of all regulatory bodies and internal audit processes.

We are proud to offer:

- Onsite calibration and system health check
- UKAS certification and digital storage through the dedicated Comark portal
- System expansion discount
- Extended warranty
- Priority software upgrades

and much more



Customer Portal

Comark's internet based customer portal delivers a wealth of information and support. Tailored to each customer, the portal is unique to you and your organisation and offers:

- Full product information
- Technical specification
- Product manuals
- Images
- Firmware and software upgrades
- Knowledge based articles
- On-line certification visibility

See <http://portal.comarkinstruments.com/register/> to register

10% Discount on system expansion

Customers who purchase a Service Level Agreement will receive a gratuity discount of 10% on all system expansions*; this applies to new RF500 products purchased during an active Service Level Agreement.

*Excludes replacement batteries

Contact the systems support team on 0844 815 6599 selecting option 3, for more advice or a quote

UKAS Certification

Choose what is right for you

Comark Onsite UKAS Certification

Comark's dedicated service team provide national coverage for UKAS accredited onsite certification and support you by:

- Providing full diagnostics with instant feedback
- Re-installation of system
- Reduced down time of alarm system

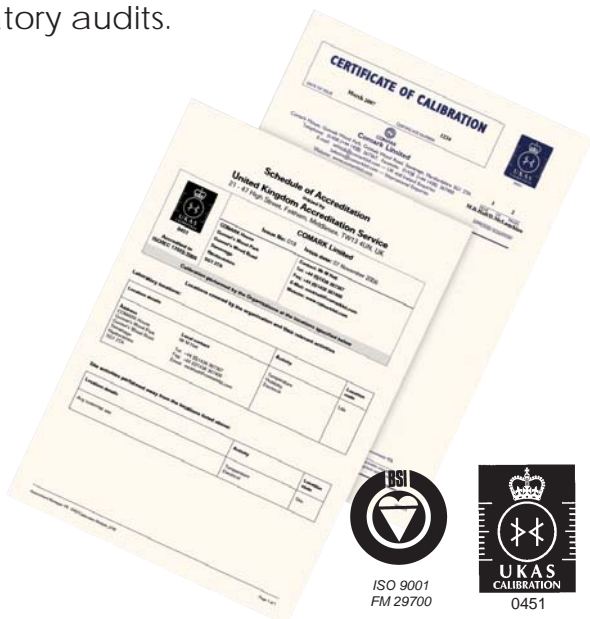
Onsite UKAS Certification can be arranged outside of a Service Level Agreement. For advice or quotation, please contact the systems support team on 0844 815 6599, selecting option 3.

UKAS Certification Traceability

As part of Comark's continuing improvement to customer service, the Comark Service Level Agreement now includes total management of your calibration process providing you with:

- On-line data storage of all your certificates
- On-line traffic light warning system – alerting you to your certification status
- Email notifications – 3 months' notice for annual calibration recommendation

All designed to eliminate concern prior to regulatory audits.



Extended Warranty

Comark Instruments Extended Warranty provides you with the assurance of knowing your equipment is covered beyond the standard warranty period**. The Comark Extended Warranty covers manufacturing defects and component failures on products returned to Comark premises. All products are covered by our Quality Management System which is compliant with BS EN ISO 9001:2008.

**Extended Warranty only applies when a current Service Level Agreement is active. Extended Warranty can only be purchased as part of a Service Level Agreement.

Priority access to Software Upgrades

As part of the Service Agreement, availability of software upgrades will be communicated as a priority. Access to software upgrades and service support will be given to Service Level Agreement customers first.

Warranty:

All **Comark** instruments have a minimum one year warranty unless otherwise stated. The warranty for temperature probes is six months and all other probes are unwarranted because the conditions of use are beyond our control. The **Comark** Warranty covers manufacturing defects and component failure and applies worldwide. In line with our policy of continuous development, we reserve the right to alter any product specification without notice.

Comark has an accredited UKAS (NIST equivalent) calibration laboratory for temperature and humidity measurement and offers full service and recalibration facilities.

Comark Instruments is committed to providing quality and affordable products to the food service industry. Our thermometers and humidity testers bring speed, accuracy and reliability to the transport, testing and storing of food under HACCP guidelines. A large variety of products, well-trained staff, and a commitment to customer satisfaction mean you can come to us for answers to all your temperature measurement needs!

Support Service

With our team of experts, we are proud to offer a nationwide personal onsite installation and calibration service.

We understand there are times when our customers may need guidance, help or support with their RF500. As well as providing information on the Comark portal or website, our dedicated technical support team can be reached on the phone or by email.

We are here to help so please contact us on:

Telephone:
+44 (0) 844 815 6599, selecting option 3

Email:
technical@comarkinstruments.com

Comark Portal:
<http://portal.comarkinstruments.com/>

Website:
www.comarkinstruments.com