WAVEcare

Smooth operations

WAVEcare PROGRAMS

Carefree or basic support for high-quality kinetic data and unparalleled performance

THE FIRST 12 MONTHS

Care for the first year of your WAVEsystem is on us, with a warranty period that covers travel, labor and parts costs for one (1) on-site preventive maintenance (PM) visit to be carried out within 12 months. Travel, labor and parts costs for unscheduled repairs are also included.

Maintenance is carried out by our qualified service professionals.
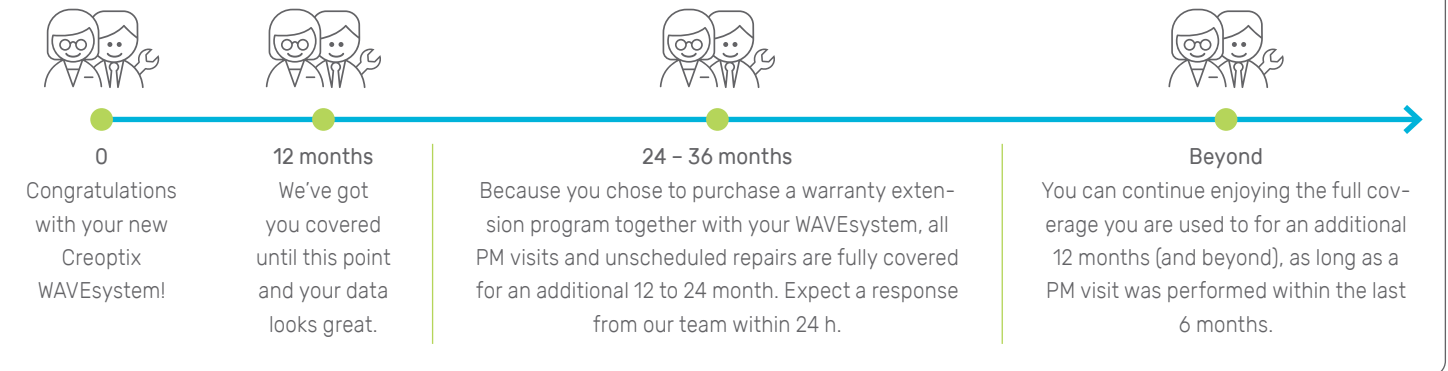
WHY PREVENTIVE MAINTENANCE (PM) VISITS?

Many fluidic components undergo wear and tear over time. PM visits are crucial for the continuous production of high-quality data, and our team of engineers strongly recommend scheduling one every six months. During a PM visit, a certified member of our team of engineers wil run a full check of the WAVEsystem to assess its performance, including:

- Replacement of various fluidic components
- Calibration of the device
- Update of both firmware and software (applicable only for carefree programs)
- A system function test (SFT), including an official report

The different WAVEcare programs ensure the continuous, high performance operation of your WAVEsystem. Choose the program that fits your needs.
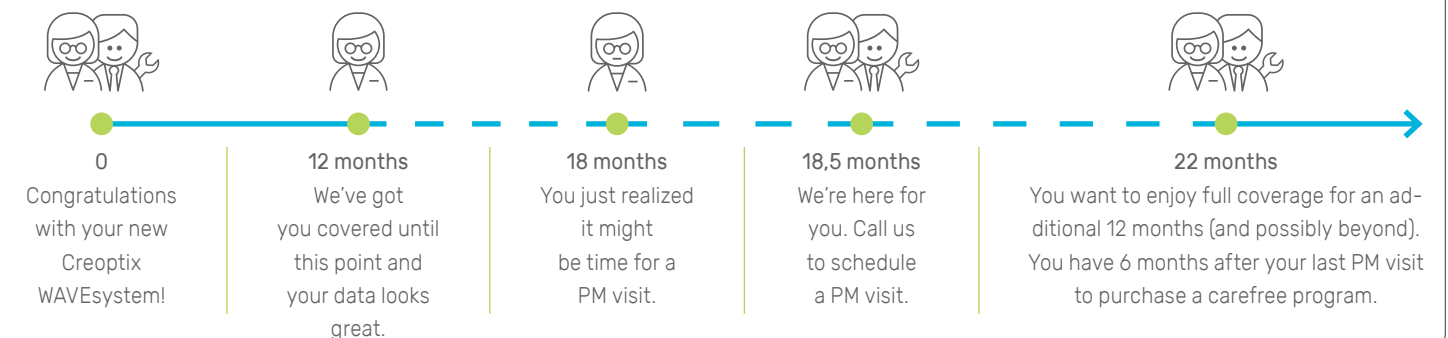
CAREFREE PROGRAM: for the regular user

Know what you are up to and plan your maintenance budget ahead of time

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Congratulations with your new Creoptix WAVEsystem!

12 months
We've got you covered until this point and your data looks great.

24 – 36 months
Because you chose to purchase a warranty extension program together with your WAVEsystem, all PM visits and unscheduled repairs are fully covered for an additional 12 to 24 month. Expect a response from our team within 24 h.

Beyond
You can continue enjoying the full coverage you are used to for an additional 12 months (and beyond), as long as a PM visit was performed within the last 6 months.

BASIC PROGRAM: for the occasional user

Call us when you need us the most for a PM visit or a repair

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Congratulations with your new Creoptix WAVEsystem!

12 months
We've got you covered until this point and your data looks great.

18 months
You just realized it might be time for a PM visit.

18,5 months
We're here for you. Call us to schedule a PM visit.

22 months
You want to enjoy full coverage for an additional 12 months (and possibly beyond). You have 6 months after your last PM visit to purchase a carefree program.

ORDERING INFORMATION

Choose any of the WAVEcare programs below to complement the initial
12 month warranty period included with your new WAVEsystem

CARE-FREE: ONGOING SUPPORT FOR THE REGULAR USER
Response time: up to 24 hours

ORDER NO.	PM visits		Travel, labor and parts costs for unscheduled repairs	Software upgrades	Time of purchase	Validity
	Number included	Travel, labor and parts costs				
[WARR-3Y] Warranty extension to 36 months	5	✓	✓	✓	Before installation	36 months
[WARR-2Y] Warranty extension to 24 months	3	✓	✓	✓	Before installation	24 months
[FULL-1Y] Full coverage for 12 months	2	✓	✓	✓	Within 6 months after a PM visit	12 months

BASIC: A LA CARTE SUPPORT FOR THE OCCASIONAL USER
Response time: up to 5 working days

ORDER NO.	PM visits		Travel, labor and parts costs for unscheduled repairs	Software upgrades	Time of purchase	Validity
	Number included	Travel, labor and parts costs				
[MAINT-1PM] Maintenance contract - 1 PM	1	✓	✗	✗	Anytime	12 months
[MAINT-2PM] Maintenance contract - 2 PMs	2	✓	✗	✗	Anytime	12 months
[VISIT-PM] Preventive maintenance visit	1	✓	✗	✗	Anytime	4 weeks

EXTRA'S

ORDER NO.	Description
[LABOR-1h] Labor hourly rate	On-site labor from one of our service team members.
[RELOCATE] Relocation service	Relocation service for the WAVEsystem, including system function test (SFT).
[REMSUP-1h] Remote support hourly rate	Remote support from one of our service team members.
[TRAVEL-1h] Travel hourly rate	Travel costs for one of our service team members.

WAVEcare programs apply to all WAVEsystems. For special requests, contact us through support@creoptix.com

Place your order through orders@creoptix.com

KEEPING KINETICS REAL

WE FOCUS ON
SMOOTH OPERATIONS,
YOU FOCUS ON
DELIVERING RESULTS

To stay up-to-date with our latest developments,
visit www.creoptix.com

To make the most out of your WAVEsystem,
contact our team at support@creoptix.com

WAVE δ

creoptix sensors

LABEL-FREE DATA
LIKE YOU'VE NEVER SEEN BEFORE

KEEPING KINETICS REAL

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