AGEMA Technical Support:
making a good thing better.
Technical service at AGEMA goes far beyond maintaining your infrared scanner at the same, high performance level as the day that it was received. It's just one of many facets of a continuing, technical support program that's designed to continually increase your equipment's ability to perform the application or program tasks for which it was purchased.

We begin even before you receive your new, Thermovision® or Thermoprofile® infrared scanner. Even though it has been checked and rechecked as many as nine times during production, it's tested one more time by our service technicians, ensuring full compliance with specific performance and calibration requirements before it's shipped to you.

Parts, priorities and people.

With the same NIST-standard test and calibration equipment as is used in our production facility, and over a half a million dollars worth of replacement parts on the shelves in our North American service centers in Secaucus, New Jersey, and Burlington, Ontario, we're consistently extending the period between normal maintenance and reducing the time it takes us to complete it. And that's important, because the true utility of any instrument is measured by the number of days in a year it's in your hands, available for use.

But it takes more than just state-of-the-art testing equipment, or the ready availability of replacement parts, to ensure that your system remains the most advanced IR scanner in the industry. It takes people.

Each of our engineers brings to us years of prior experience in electro-optics, electronics and computers. And each of them receives comprehensive factory training initially, and annual, factory "refresher courses" on our continuing stream of new products and accessories, as well as enhancements to existing products.
The result is an informed and experienced team of technicians capable of maintaining the same level of excellence as is achieved in our products by our technical development and manufacturing groups.

Commitment? Our senior service people are well into their second decade with the company; that's impressive when you consider that the commercial application of infrared thermography—pioneered by AGEMA incidentally—has only recently completed its third.

Longevity on the job is also important when you consider that about half of the equipment we service each year is up to ten years old, a fact that speaks as much for our equipment as for our commitment to service.

And finally, our people's tenure allows us, whenever possible and practical, to assign the same technician to a given customer and his or her piece of equipment. That "personal attention" not only saves us both time, it also helps to create a rapport that leads to an invaluable stream of ideas and suggestions for product improvement from our customers. And we're smart enough to know that we can always get smarter.

We don't wait for you to call.

We stay in touch with you by informing you of updates and modifications that can extend the life of or improve the performance of your equipment. Many of these upgrades we make without charge, when your unit is in for calibration and routine maintenance — an annual event which, incidentally, we're constantly working on ways to make more efficient!

We also remind you when it's time for that annual inspection and calibration, vital if your equipment is to continue to operate at the high performance level you've become accustomed to.

And more often than not, we'll call you after your unit has been shipped back to you following service or repair, just to make sure everything's okay.

We move fast.

We understand how important your unit is to your program, so for equipment under extended warranty, we guarantee to start working on it within one working day from the day we receive it and have it back on its way — as long as the repair involves parts or components within our control — within another two.

Our track record usually runs better than our guarantee, however. In 90% of the cases, our turnaround time is less than 72 hours, or three working days total. And in some cases, it's a lot less than that. That's because we find that about a third of the service "problems" that arise can be handled on the phone. Which is why we advise our customers to call our service hot line, between 8:00 a.m. to 8:00 p.m. Eastern time, before they ship anything back.

One good investment deserves another:

There are a lot of other reasons to consider extending your initial one-year warranty for parts and labor with an annual, extended warranty contract for your new AGEMA scanner in addition to the priority, 72-hour turnaround it provides.

As part of your service contract you'll receive an annual general inspection and full system calibration at no additional charge. We also pay the freight charges, to and from your facility, once it's accepted that your unit should be returned to us for service. And as long as you remain under warranty, you'll be assured of receiving our periodic announcements or coming product updates and enhancements.

So if you've just bought a new unit, take a good look at our Extended Warranty option, and if you decide to take it, make sure you do it before your initial, one-year warranty expires, to avoid paying an acceptability inspection charge.

We hope we've convinced you that the service we provide is, like the products we make, the best in the business. If you still need further assurance, however, just ask your AGEMA representative for the name of one of the nearly 1,000 customers we support each year.

Service Hot Lines:
In U.S.: 201-867-8243
In Canada: 416-637-5696