



Polarcare for CITS - 2013 Maintenance & Support

Your Polarcare Maintenance & Support program provides you with technical support, software updates and additional benefits described in this document.

By offering enhanced protection during the standard warranty period, and on-going protection throughout the operational life of the CITS880, Polarcare safeguards the investment that you have made in the Polar CITS880, and the role that it plays in maintaining traceable impedance measurement records for your customers.

The standard warranty for a new CITS880 provides one replacement TDR head within the first six months. Any additional replacement TDR heads are charged at the full list price. In-depth analysis has shown that faults that are reported after the standard warranty period are typically caused by accidental damage due to errors in the safe operating procedures.

The cover provided by Polarcare is in addition to replacements supplied under the standard warranty, and gives extra protection against the unplanned costs of accidental damage or particularly in high-volume applications.

Polarcare provides the following for 12 months:

- Extended instrument warranty (when standard warranty has expired).
- Unlimited replacement TDR front-end boards.
- Replacement of defective relays with less than 1 million operations within extended warranty period (beyond 1 million operations - repairs are chargeable).
- Software updates and upgrades.
- Technical support.
- Option to upgrade from earlier CITS models to CITS880 (usual Polarcare reinstatement charges apply).

Note: replacement of a component under warranty does not extend the warranty period beyond twelve months.

Polarcare is a cost-effective alternative to the unplanned cost of accidental damage to the TDR front-end and costs 17% of the current list price of your CITS880.

Polarcare requires the CITS880 to be maintained according to the recommended maintenance schedule and failure to follow the correct maintenance programme invalidates the agreement.

Polarcare can be reinstated subject to back-payment of premiums and a reinstatement fee. There will be an 8 week delay between receiving your payment and the start of cover. Polar Instruments reserves the right to cancel the Polarcare agreement following a notice period of 30 days.

We will contact you in advance of the Polarcare anniversary with renewal information.

email: Polarcare@polarinstruments.com for full details and a quote for Polarcare.

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