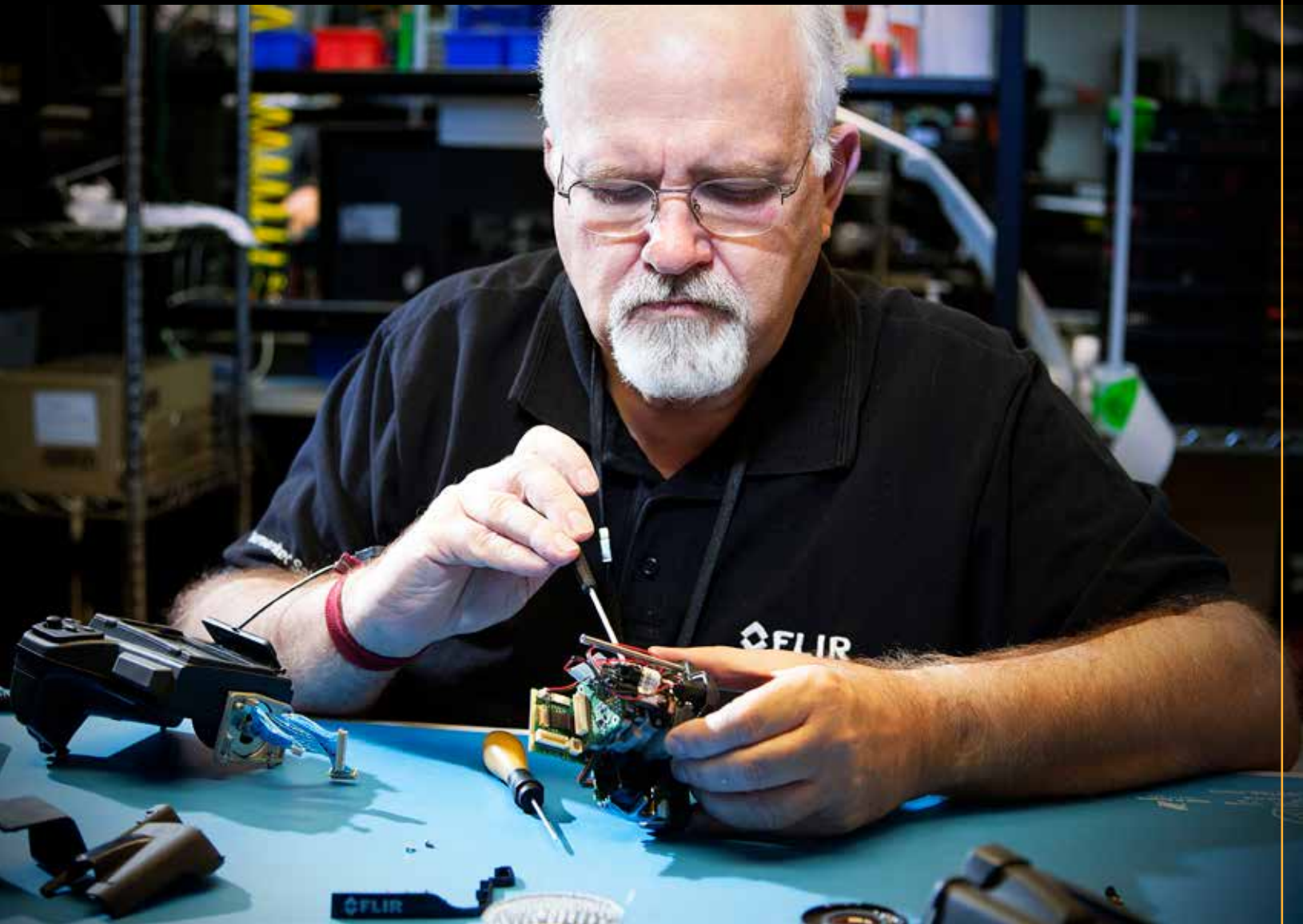


FLIR SERVICE & SUPPORT

Protect your infrared camera investment and your business



Worldwide. World Class Support.



The World's Sixth Sense®

“

If I don't have my camera, I'm out of business. FLIR fixes problems quickly and keeps me working. I cannot tell you how pleased I am with the attention and care I received.

Howard J. Henderson, Certified Thermographer

”

FLIR FACTORY SERVICE

Your Business Depends On It

You trust your infrared camera to capture reliable temperature measurements and help you pinpoint problems – without interrupting your work. Failing to discover a potential problem can compromise worker safety, cause unexpected shutdowns, and affect your reputation on the job. It can also put you in a position of liability. Proper camera maintenance is the best way to ensure that your camera is operating within specification for accurate results.

That's why a regular maintenance and calibration plan will only enhance the reliability of your FLIR camera and help keep downtime to a minimum. You can depend on FLIR Service and Support for a protection plan that meets your needs.

THE FLIR 14-POINT INSPECTION & CALIBRATION PROGRAM

Included in General Maintenance and Premium Package

- Perform a complete operational check
- Calibrate MSX® and check laser alignment when applicable
- Verify all internal cable and PCB connections
- Clean viewfinder and check optics
- Upgrade internal camera software to latest revisions
- Perform minor repairs
- Verify and/or re-equalize as needed each temperature range for image uniformity
- Verify standard lens calibration (others or special engineered lenses, optional)
- Verify ambient temperature compensation as needed
- Recalibration to ensure it meets factory specification
- Calibrate temperature ranges up to 1,500°C, when applicable
- Perform quality-approved acceptance test procedure
- Provide calibration label with next due date
- Provide calibration certificate (optional, extended calibration certificate with measured values)

SERVICE PROTECTION PLANS

PREMIUM PACKAGE - BEST VALUE!

Includes:

- Extended warranty
- 3-day guarantee*: FLIR will repair your camera within 3 days after receipt or we'll loan you a camera free of charge
- Complete 14-Point Inspection and Calibration program
- Full hardware and software repairs
- All parts and labor

Our goal is to offer a loan unit if the repair time exceed our standard lead-time. All service agreements give your camera highest priority at our workshops.

*The 3-day guarantee applies to new camera purchases only, beginning on the first day of ownership, and is effective for one full year. It is not available on GasfindIR, GF-Series, or high-end science cameras.



GENERAL MAINTENANCE PACKAGE

Includes:

- Complete 14-Point Inspection and Calibration program
- Quick repairs without incurring additional costs

EXTENDED WARRANTY

Includes:

- Parts and labor for your IR camera beyond FLIR's standard guarantee
- Full hardware and software repairs

If the Extended Warranty is not added at the time of—or within the first year following—camera purchase, then the owner must first contract for general camera maintenance to qualify for an Extended Warranty. Refurbished cameras are not eligible.



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When you rely on a specific piece of equipment to earn your living, the manner in which service issues are handled is key. FLIR Service went the extra mile to solve my problem quickly, professionally, and delivered 110%. They are special people who know the impact of the problems they deal with. They are to be commended!

Dale Garber, Dynascan Technical Services

”





OUR MISSION

The FLIR Instruments Camera Service Team mission is to consistently provide the world's best service and support for your high-performance FLIR infrared camera and accessories.

OUR QUALIFICATIONS

FLIR is the world's largest and oldest manufacturer of state-of-the-art, high-performance infrared cameras. And we're serious about the accuracy of the temperature measurements they produce. FLIR Service is 9001:2015 certified and our exclusive 14-Point Inspection and Calibration program uses temperature references that are calibrated annually and traceable to the National Institute of Standards and Testing USA as well as to the international standard, ITS-90 (International Temperature Scale of 1990). As part of FLIR's commitment to superior customer service and support, our representatives and skilled technicians are available Monday through Friday. Please feel free to call us at the numbers below whenever you need assistance.

“



When I called FLIR, I always received prompt, professional service. They really care and take the extra effort to expedite the repair when your camera is out of service. When you invest in a FLIR thermal camera, you are not just purchasing the camera – you are purchasing the best service.

William J. Schwahn, Level III Thermographer

”

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Op2 Technical support:
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Email: ccare@flir.com

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