

ascott

testing corrosion resistance to the limit

***Technical
support
services***





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Technical support services

When you purchase any Ascott product you expect the best – not just in product design and quality, but also in the assurance of a first class after sales support service.

Available to customers world wide, our range of technical support services are designed to give you peace of mind and cover all of your needs in maintaining your Ascott products to ensure a long, trouble-free life.

Communication is the key to good after sales service. Whether by telephone, fax or e-mail, should you need assistance, you can rest assured that your requirements will be met promptly by specialist Ascott engineers.

Our web site is also a source of valuable technical information, not just for Ascott products but for information on test standards and related subjects.

After care

All new Ascott equipment is supplied with comprehensive care and maintenance instructions including a useful 'troubleshooting' guide. This provides essential information on the day to day use and maintenance of Ascott equipment.

Additional technical support is available by phone, fax and e-mail free-of-charge during the warranty period for new equipment. Customers may also access service bulletins posted on our website at www.ascott-analytical.com.

If a service visit to a customer is necessary during or after the initial warranty, then this can usually be arranged direct with our service dept, or with our local representative, if the equipment was originally supplied via one of our distributors/agents.

After the initial warranty period, the following technical support services are offered at additional cost (quotations available on request).



Ascott, the world leading innovative manufacturer of corrosion testing equipment



Ascott technical support services

Remote technical support

Specifically designed for customers who do not have the possibility of a visit by an Ascott service engineer or do not require a visit because they have the facilities to look after the equipment themselves. In such circumstances, we offer two alternative packages, each designed to provide additional technical support remotely, as follows:

Silver Package

A 12 month package of support comprising of unlimited access to the after sales service bulletins posted on our website, and up to 10 replies to after sales service queries, answered by an Ascott service engineer by telephone, fax or e-mail.

Gold Package

This is the same as the Silver Package detailed above, but offers unlimited replies to after sales service queries, answered by an Ascott service engineer.

For either of the above packages, customers must have access to the internet and have the ability to send and receive e-mail with photographic attachments.



Product servicing

Ascott products will benefit from regular servicing by a trained engineer. This will maximize reliability and minimize downtime, and ensure that the equipment continues to operate in accordance with its original design specification. This can be achieved by servicing by an Ascott trained service engineer who visits the customer's premises and thoroughly services the equipment in accordance with our recommended maintenance procedures.

During such a service visit, product re-calibration can also be offered (at extra cost) if required.

Service intervals will vary depending on usage levels, but where possible, we would recommend one service visit per year as a minimum.



Preventative maintenance contracts

Offered to customers where the equipment is in constant heavy use and it's continued operation is critical to the customer's own processes. The purpose of an Ascott Preventative Maintenance Contract is therefore to provide peace of mind by way of regular scheduled Product Servicing (as described above) and priority attention in the event of an unscheduled service visit being required.

Contracts generally run for a period of 12 months at a time.



Spare Parts

Ascott undertake to provide spare parts for all our products for a period of at least 10 years from the date of manufacture. Orders for spare parts can either be placed with us by phone, fax or e-mail, or certain spare parts can be ordered direct from our web site, using a credit card, at www.ascott-analytical.com

Installation, commissioning & training

In the same way that we can offer Installation, Commissioning & Training for newly delivered equipment we can also offer this at a later date, should the equipment be moved to a new location, or new staff require training in it's use. Training in operating and maintaining Ascott equipment can be given either at the customer's premises or at our factory. Training certificates are issued to all participants.



Please note that the availability of some Technical Support Services will depend upon a customer's geographic location.



setting new standards in
product support

Ascott corrosion test chambers

Ascott's comprehensive range of corrosion test chambers includes both salt spray and cyclic corrosion test (CCT) chambers.

Ascott salt spray chambers are available in four sizes from a 120 Ltr bench top model for testing smaller items right through to a massive 2000 Ltr model for the largest of test pieces.

Ascott CCT chambers are available in three sizes and can be programmed to link together a variety of environments, in a sequence. Combining environments in this way, within a CCT chamber, can produce more realistic corrosive conditions, than a single environment alone and can be a useful method for predicting service life expectancy, under laboratory conditions.

As with all Ascott products quality and performance are second-to-none as you would expect from the leading innovative manufacturer of corrosion test equipment. For further information contact Ascott.

ISO 9001:2000

accredited quality management system

All Ascott chambers are  marked.

It is the policy of Ascott Analytical Equipment Ltd to protect its products by means of patents and registered designs. The information contained herein was correct at time of going to press and is subject to change without notice.

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Issue B

Local representative/supplier

North American Office

[Ascott Analytical Equipment](#)

39830 Grand River Avenue, Suite B3

Novi, MI 48375, USA

phone: +1 248 306 0394

fax: +1 248 306 0396

email: info@ascott-analytical.com

web: www.ascott-analytical.com

European Office

[Ascott Analytical Equipment Limited](#)

Unit 6 Gerard, Lichfield Road Industrial Estate

Tamworth, Staffordshire, B79 7UW, Great Britain

phone: +44 (0) 1827 318040

fax: +44 (0) 1827 318049

email: info@ascott-analytical.co.uk

web: www.ascott-analytical.co.uk

