

## SERVICE PLAN

# SWIFT & SCORPION2



silverwing



### SCORPION2 SYSTEM SERVICE PLAN (SC2SP)

Availability and reliability of inspection equipment is one of your main priorities and concerns as a valued service provider in the inspection industry. Although your Scorpion2 system is designed with the best materials and state-of-the-art technology, this system, like any other advanced inspection system, requires proper maintenance and care.

As a market leading inspection equipment manufacturer, we recognize the need for continued improvement of our inspection systems and therefore have developed Scorpion2 Service Plan.

This plan keeps your Scorpion2 system in top working condition, at a fixed price. Every Service Plan is associated to a specific system, offering you the peace of mind of knowing your investment is well protected, functional, and up-to-date.

#### EXTENDED WARRANTY

Full plans are only available upon instrument purchase.

The comprehensive extended warranty completely covers your Scorpion2 and Swift system for the duration of the plan. The warranty protects you from all failures arising from the normal use of the instrument. It also fully covers labour in case of repairs. Misuse and items that wear are not included.

#### ANNUAL CALIBRATION

An annual calibration on Swift performed by Eddyfi technologies guarantees its quality and is crucial to instrument precision. The full system will also undergo a full functionality check.

### ADVANTAGES AND BENEFITS

- Peak performance with software updates
- Firmware updates
- Comprehensive warranty
- Maintenance and priority repairs
- CMAP software license

#### SOFTWARE UPDATES

We are continuously developing new features and updates for both Scorpion2 and Swift. The service plan entitles you to all software updates for the period of your plan. Always enjoy the benefits of all the latest improvements.

#### FIRMWARE UPDATES

Hidden within Scorpion2 and Swift, but critically important for the working of the system is the firmware. We are constantly working on improving the efficiency and dependability of your system. Having your firmware updated is very important. All Service Plans include regular firmware updates, which ensure your system is always up-to-date and giving you the peak performance your inspections deserve - year in and year out.

#### PREVENTIVE MAINTENANCE

This inspection covers all essential points of system's functionality, preventing unforeseen failures and unnecessary down time. Included are internal mechanical and electronics tests, cleaning, and part replacement according to the terms of the warranty.

## PRIORITY REPAIR SERVICE

The Service Plan is designed to provide you with reassurance that your system will be in perfect working condition, and that should something happen to your system, you will receive a priority repair service.

## WHAT'S INCLUDED

Description	Full Plan 3 Year
Comprehensive Extended warranty	✓
Annual calibration	✓
Firmware upgrades	✓
Software upgrades	✓
Preventive maintenance	✓
Priority repair	✓
CMAP License	3 years
Available with new system	✓

Available Plans	Product Code
Full Scorpion2 Service Plan 3-year	SC2-DCP-SYST-SP-FULL-N3
Basic Scorpion2 Service Plan 1-year	SC2-DCP-SYST-SP

Shipping and return shipping are at the customer's expense, and instruments to be calibrated must arrive at Eddyfi offices within 30 days of the calibration due date.

The SC2SP's extended warranty does not cover abuse, alteration, theft, loss, or unauthorized and/or unreasonable use of your Swift or Scorpion2 system. Wear items such as wear shoes, wheel probe, drive wheel rubbers etc are not covered under the warranty.

The service plan contains a limited CMAP license for the respective duration of the plan. CMAP license is limited to the SWIFT/Scorpion2 module, and only active to data entered during the service plan duration. Users can upgrade to the full version at any time.

## CMAP REPORTING SOFTWARE

You also receive a specific CMAP software license for the duration of the plan. The advanced software will be capable of handling B-Scan data and allows for rapid post inspection analysis and simple reporting while your plan is active.



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