SAFEGUARD-PRO
service contracts
Laser measurement systems
Customer satisfaction is our first priority
Service that goes beyond

Maximum availability of your production capacity is our highest priority. To reach this objective we evaluate the performance of all components and ensure your system will be up to date.

SAFEGUARD-PRO is our solution for professional maintenance and support of your systems from one source. Preventive actions and system care as well as immediate support in case of malfunction assure optimum availability of your operating equipment.

To give you peace of mind, we have created 3 different service packages for our laser measurement systems – exactly tailored to your needs: Basic, Enhanced and Premium. By signing up for this service we will help you safeguard your investments over a long term.

Your benefits:
- Higher system performance
- Fully trained operators
- Greater planning security
- Special price conditions for services, maintenance and spare parts

Our services cover the complete process:
- Preventive maintenance
- Troubleshooting
- Repairs
- Software updates
- Training
- System optimization
SAFEGUARD-PRO is available with three different contract options that fit to your needs. Opt for one of our service packages – Basic, Enhanced and Premium – and benefit from special price conditions. Our offers range from discounts for spare parts and additional services through to premium agreements.

All options include one annual inspection on site with services in accordance with the contract option and selected additional services. The annual fee is based on the number of measurement systems included in the contract and calculated according to the contract option, selected additional services and contract duration.

This offer is available for:
- CONTOUR CHECK ROUND & EDGE
- CONTOUR CHECK BAR & TUBE
- CONTOUR CHECK WIRE
- THICKNESS CHECK CALLIX
- STRAIGHTNESS CHECK X-LINE

### Three contract options – tailored to your needs

#### Service packages

**Basic**

- **Availability and communication**
  - Phone/video support during office time
- **On-site assessment**
  - System inspection on site 1 x p.a.
- **Training**
  - Refresher training during on-site inspection
- **Maintenance**
  - Visual and function check
- **Measurement and testing**
  - Check of laser power and calibration
- **Documentation**
  - Inspection report

**Recommended for:**
- For process with fully integrated measurement system and high production rate
- For systems inside and outside warranty

**Conditions:**
- Allows for 12 month terms
- 3 % discount for terms of 36 months
- 8 % discount for terms of 60 months
- Can be signed for systems older than 5 years
- Additional services according to requirements
- Discount on spare parts and rental devices (sensors)
- Discount on additional services
- Invoice following service on site

**Includes Basic**

**Cleansing**
- Industrial cleansing of all components

**Software**
- System backup and software updates

**Measurement and testing**
- Extended check and adjustment of all components

**Spare parts**
- Rental devices (sensors) during repair free of charge

**Recommended for:**
- For process with fully integrated measurement system and high production rate
- No spare parts on site
- For systems inside and outside warranty

**Conditions:**
- Allows for 12 month terms
- 3 % discount for terms of 36 months
- 8 % discount for terms of 60 months
- Can be signed for systems older than 5 years
- Additional services according to requirements
- Discount on spare parts
- Discount on additional services
- Invoice following service on site

**Includes Enhanced**

**Availability and communication**
- One on-site support and 24/5 remote support

**Repairs and replacement**
- Repairs included

**Spare parts**
- Maintenance equipment included

**Software**
- Software upgrade to most recent release

**Measurement and testing**
- Extended technical training and production monitoring for process optimization

**Recommended for:**
- For a minimum of 36 month terms available
- 8 % discount for terms of 60 months
- 50 % discount during warranty
- Cannot be signed for systems older than 5 years
- All services included
- All repair costs included
- Rental devices during repair included
- Discount on spare parts
- Invoice at the beginning of each contract year

This offer is available for:
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We safeguard your systems

Regular maintenance protects your investment goods by increasing system performance and reliability while reducing risk of failure. Our service contracts range from regular inspection to the complete cost coverage in case of malfunction. This affords you greater cost transparency and planning security.

About us

LAP is one of the world’s leading suppliers of systems that increase quality and efficiency through laser projection, laser measurement, and other processes. Every year, LAP supplies 15,000 units to customers in industries as diverse as radiation therapy, steel production, and composite processing. LAP employs 300 people at locations in Europe, America and Asia.

Certificate for your quality management
For all checks and services done on site you will receive a certificate for your quality management.

Reliability
Regular maintenance achieves the highest level of failure safety and ensures maximum availability of your equipment.

Longevity
During routine maintenance, your equipment undergoes a thorough inspection. Wear and tear is repaired long before problems can arise.

Planability
We coordinate service calls and on-site visits in due time and take your planned shutdowns into account. This avoids downtime and ensures smooth operation.

Actuality
We install the latest update for products with software control. This keeps your device up to date and allows for improved remote maintenance if necessary.

Cost transparency
A service contract provides a clear overview of your costs at all times. This gives you economic planning security for the coming years.

Qualified specialists
Your systems will only be maintained by our specialists or our qualified partners worldwide.

Quality
We work to uniform standards and with certified processes. For us, “Made in Germany” means the highest precision in manufacture and quality inspection of each individual device. For our customers, this means planning and process certainty.

All locations around the world use a quality management system to EN ISO 13485 or EN ISO 9001. Our products have all the necessary approvals and registrations almost everywhere in the world.

Service
We ensure maximum availability of your equipment so you can concentrate on your core process. Wherever you need us, our certified service technicians are quickly on site in any time zone. We support you from installation and commissioning, through user training, up to maintenance, repair or unit replacement.

Our efficient logistics ensure fast availability of spare parts worldwide. For technical questions and support, our helpdesk is at your disposal by telephone, via e-mail or remote diagnosis.