



Elektro-Automatik

Service Level Agreement

for Your EA Elektro-Automatik Instruments and Systems

Service Level Agreement for Dependable and Continuous Operations

EA Elektro-Automatik is committed to being your partner in supplying the equipment you need to run your manufacturing and testing operations. We've created the EA Elektro-Automatik Service Level Agreement to provide preventative maintenance, as well as rapid repair and swap-out replacements as needed to ensure minimal downtime.

The Service Level Agreement includes:

Hot Swap: If your unit should ever fail, a replacement unit will be shipped out immediately. If your model is unavailable, we will work on an appropriate solution.

On-site Repair Service: Our factory-trained techs are sent on-site for system repairs.

Yearly Maintenance: We offer yearly maintenance either on-site or by sending your equipment to our repair center.

- If the system or unit needs cleanup, our team can go on-site and do the maintenance (the details maintenance will be listed on the contract. If you need more information, please contact us at: support@elektroautomatik.zohodesk.com)
- If the system or unit needs wear and tear maintenance, then it will need to be back to the repair center for service.

Yearly Calibration: Three types of calibration services available. See back for details.

Choose EA Elektro-Automatik and invest in success. Our Service Level Agreement was designed to keep your EA units and systems operating properly to factory standards.

NOTE: On-site repair services will require a minimum of 3 days scheduled before work can be done.



The three calibration services are: factory calibration, Z540 calibration, and ISO 17025 calibration:

Factory Calibration

Your instrument is calibrated on the same test stands used in our manufacturing facilities and is adjusted using the exact same procedure used for newly manufactured instruments. The adjustment includes test documentation, provided to you, verifying that the instrument meets its tolerance specifications.

Z540 Calibration

Your product is calibrated with instrumentation traceable to NIST. An independent calibration standards laboratory verifies the traceability to the national standard. Every Z540 calibration includes test data taken both prior to calibration and after calibration/adjustment. Along with the pre- and post-test data, EA Elektro-Automatik provides a certificate of traceability by third party to certify the calibration of the test instrumentation.

ISO 17025 Calibration

The ISO 17025 is an international calibration standard similar to the Z540 calibration. For this standard, EA Elektro-Automatik employs an independent calibration standards lab to verify all procedures and all data. EA Elektro-Automatik provides pre- and post-calibration/adjustment test results and a certificate of traceability by third party for all instrumentation used to perform the calibration.

For optimized performance, EA recommends annual calibration of its instrumentation.



EA Elektro-Automatik – Powering What’s Possible

EA Elektro-Automatik has been producing state-of-the-art programmable DC power supplies, bidirectional regenerative power units, regenerative electronic loads and multi-channel power systems with power capacity up to 2 MW since 1974. The company is dedicated to providing power solutions that lead in technology advancement for research and development and manufacturing in the automotive, energy storage, telecommunications, alternative energies and aerospace industries. With a presence in the Americas, Europe and Asia, EA Elektro-Automatik’s autoranging power supplies lead the industry with the highest output power, greatest power density, highest operating efficiency and widest range of control flexibility.

For more information on EA products and services, visit www.EApowered.com