



**PARTICLE
MEASURING
SYSTEMS®**
a spectris company

FACILITY PRO® SUPPORT MATRIX	Standard	Plus	Premium
call back in	24 hours	8 hours	4 hours
remote connection for trouble shooting	●	●	●
No charge patch for Critical Updates**+	●	●	●
phone and email support (8 hours x 5 days)	●	●	●
Email notification on relevant updates	●	●	●
On-site technician on-demand (Priority)*		Priority	Priority
20% reduction in iFix key revision upgrades		●	●
Urgent visit (2 days 1x)		●	●
Urgent visit (2 days 2x)			●
No charge patches for Major updates**+			●
On-site technician training (2 day 1x) ***			●
Spare parts fast shipment			●
Planned remote system check 2x year			●
no charge updates for latest revisions enhancements+			●
Formal report/investigation reports			●
WOS security Patch Compatibility	optional	optional	optional

* Priority based upon agreed to time **Validation documents, labor and travel rates additional *** Scheduled 30 days out +PMS updates only; does not include iFix updates

Guaranteed Support for FacilityPro® Systems



*The support
you need*



*When you
need it*



*How
you need it*

*Getting
system
support
is as easy
as 1, 2, 3.*

- 1** Choose the level of support to fit your needs
- 2** Sign a contract with PMS
- 3** Relax and let our experts support your success

Without measurement there is no control

To get more information
contact your local sales representative for pricing.



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