



IRmadillo™

Maintenance and Support Program

- Peace of mind to minimize downtime
- Access to Keit's expert support team
- No unexpected repair bills
- Get the latest software upgrades

We know the IRmadillo will be a critical part of your plant's infrastructure, and you'll expect maximum availability. The IRmadillo has been designed with robustness and reliability in mind. However, just in case an issue does occur, Keit offers a Maintenance and Support Program.

go wrong, ensures that you'll have access to the latest software and firmware upgrades, provides a regular health check to catch issues that you may not have spotted, and guarantees that Keit's expert support team will be on hand to help with any issues.

The Maintenance and Support Program (MSP) ensures that the IRmadillo will keep running smoothly. It covers repairs in case anything does

Make sure you can always rely on your IRmadillo with the Maintenance and Support Program!

Maintenance Service	Included
Diagnostic health check	✓
Keit software upgrades	✓
IRmadillo firmware upgrades	✓
Remote technical support – answers and advice	✓
Back-to-base repair (free parts and labour)*	✓
Repair at your site by one of Keit's technicians**	✓
Discounted rates on additional application and engineering support	✓
Discounted hourly repair rate on labour from damage due to misuse of the instrument	✓

How does it work?

The service package is contracted on an annual basis. To receive maximum benefit from the programme, we recommend purchasing it at the same time as your IRmadillo so that you are always covered.

Health checks can be performed remotely without a need for a site visit or removal of the IRmadillo from its installation point - there isn't even any downtime. Some mechanical repairs can be performed at your site during a visit by our expert technicians, and if your IRmadillo does need to be returned to Keit's factory, we'll arrange shipping.

As soon as you sign up to an MSP, you can start to enjoy the benefits. Health checks and upgrades can be scheduled according to your needs. You can request advice and technical support from Keit's technicians by contacting support@keit.co.uk.

If your MSP coverage has already ended, don't worry - Keit will perform a health check when your MSP coverage restarts†, so you'll be assured that your IRmadillo is still running normally.

Diagnostic Health Check - What's included?



- A review of internal diagnostics for warnings and errors, component performance for signs of premature ageing, for signs of operator error or progressive damage
- The health check can be performed remotely, with no downtime for your IRmadillo
- If Keit's technicians have remote access to your IRmadillo, we can perform the health check with no intervention from you. If not, it's quick and easy for you to send the required log files to Keit
- The health check includes a summary report and optional conference call to explain the findings and recommendations
- The MSP includes one health check per year per instrument

How much does it cost?

Please consult Keit for pricing information.

Who do I contact?

Get in touch with us to find out more about the benefits of a support package.



+44 (0)1235 431260



enquiries@keit.co.uk



www.keit.co.uk



*Excluded: Keit's MSP does not cover damage to the instrument caused by misuse, e.g.

- Impact to probe caused by improper use
- Exposure to pressures or temperatures outside of the permitted operating range
- Irreversible deposition of process chemicals on the probe tip
- Contamination of purge gas (oil, for example) - multiple emitter replacements within a year are excluded if the IRmadillo is not being supplied with purge gas via Keit's compressed-air dryer & filtration unit (Keit has established a correlation between premature failure and impure purge gas)

** Keit may charge for travel and expenses. Some repairs may require the IRmadillo to be returned to Keit's factory.

† If your MSP coverage has lapsed, Keit may charge a catch-up fee.

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