

Support



Customer Support Services

When it comes to working efficiently, there is no time for downtime. For your peace of mind, you want to know that you can access high quality support quickly and easily. You want to choose the service level that meets your specific business needs, and you want competitively priced support to ensure a lower cost of technology ownership for your company. Data Physics provides a complete portfolio of support services tailored to your test and measurement needs.

Installation

Start up and installation packages can include delivery, installation, and orientation of dynamic test systems. Whether it is shaker system commissioning or measurement system configuration, Data Physics' highly technical professionals can get your test up and running efficiently.

Training

Data Physics offers training packages to suit customer needs. Lectures and hands-on classes at Data Physics locations, on-site training and web based training are offered for all Data Physics products. To allow the content to be adapted to user needs, onsite training has become a popular option for users. All courses, whether at Data Physics or the user's site, are kept small enough to foster communication between students and instructors.

Calibration

In addition to keeping equipment operating at peak precision, calibration is often a requirement for many corporations and programs.

Data Physics instrument service center is ISO 9001:2008 certified. All calibration services performed by Data Physics are traceable to international standards.

Customer Loyalty Program

The Data Physics Customer Loyalty Program provides users a credit on trading in an older Data Physics SignalCalc or SignalStar system to upgrade to the latest generation. The Customer Loyalty Program allows users to update aging technology while keeping user training at a minimum and reducing costs. Contact a Data Physics representative today to learn more about upgrading your systems.

Service, Maintenance & Technical Support Programs

All products sold from Data Physics include a one year hardware and software warranty. For SignalCalc Dynamic Signal Analyzers and SignalStar Vibration Controllers this warranty includes a year of Standard Customer Support (SCS) program. Users may opt to upgrade to the

Premier Customer Support (PCS) plan. During the warranty period updates to software, firmware, and documentation are supplied at no cost. Major software revision releases are scheduled twice per year, with intermediated updates available on an ongoing basis. Application support and any hardware repairs are also available at no additional cost. Technical and application engineering support is available from local service centers. Resolution of questions, problems, and repairs by Data Physics is done in accordance with ISO recommended policies and procedures.

SignalForce and SignalSound products also include a one year hardware warranty for parts. These dynamic machines often require little maintenance over the first year of use. However, Data Physics service engineers are available for emergency on-site service as well as preventative maintenance and support plans. Data Physics understands that many vibration tests are in the critical path of development, and supports this with spare parts and options for extending warranty.

Support for Dynamic Signal Analyzers and Vibration Controllers

A team of experienced application engineers supports both SignalCalc Dynamic Signal Analyzers and SignalStar Vibration Controllers. Located both in the field and at Data Physics headquarters in San Jose, CA, these engineers can support users in a variety of ways including system orientation, problem identification, and system use.

Implementation

Your dedicated application engineer will assist with start-up and help you with software and hardware installation while providing an understanding of the product environment to help get your first tests started flawlessly.



Getting Started Guides

All SignalCalc and SignalStar systems include getting started guides. These provide users a method to self-start using the system and act as a reference for new users.



On-Site Training Packages

Optionally, you can select to have on-site installation and training at the time of purchase. A Data Physics application engineer will visit your site and provide hands-on training tailored to your needs.



One-on-One Remote Orientation

With a new system purchase, a Data Physics application engineer will provide a remote one-on-one orientation to help you get up to speed quickly and customize the system for your use.

Support Tools

Data Physics takes advantage of current technology to provide a number of communication tools to help you stay in touch with specialized application engineers throughout the support process.



Email

Support emails and case submissions are monitored by a team of application engineers and product managers to ensure all issues are addressed on a timely basis.



Webex

Effective problem solving often is aided by the use of live screen sharing to demonstrate issues and provide training. Webex based support is available during implementation and with Premier Customer Support (PCS).



Phone

Unlimited application engineer phone support is available during implementation and with PCS.

Support Process

Our support process is designed around you. Quick access to our skilled engineers insures any issues are resolved efficiently, so you can return to peak operating efficiency.



Submit a Case

Cases are easily submitted through web submission or communication with an application engineer.



Software Change Requests

Any software changes or enhancements requested are logged into a dedicated engineering database for tracking software.



Validation

Upon any change execution, the software is thoroughly tested and validated by engineers to ensure product quality and make sure your needs are fully addressed.



Extended Hardware Warranty

With your initial purchase the system includes one year of hardware warranty. In fact, all SCS and PCS support contracts act to extend the hardware warranty and help to keep you protected in the event of any hardware issues.

Ongoing Maintenance and Support Plans

PCS – Premium Customer Support

For users that need faster response times and the highest level of assurance, Data Physics offers a higher level of support. Systems can be upgraded to include PCS at the initial purchase or anytime thereafter. In addition to the faster response than standard support, PCS includes semi-annual periodic maintenance and calibration of the hardware.



Support via Email, Website Case Submission, Phone, and Webex

Submit your issue easily via email (support@dataphysics.com), website form, or phone call. Application engineers can utilize phone and Webex support to better guide you and your users to the best application and product solutions.



Regular Software Updates

At least once per year, we will release a significant software update for you. Engineering releases are available on a case-by-case basis for resolving high priority issues.



Extended Hardware Warranty

Extended hardware warranty and support is provided to help keep you protected in the unlikely event that there is a hardware issue.



Discounts on calibration services, software add-ons, and on-site support

Keep your system accurate, grow capabilities as needed, and have on-site assistance at a reduced rate.



Higher customer loyalty credit on system upgrades

Eying a new system? Customer loyalty trade in-credit is much higher for in-support systems.



Semi-Annual System Maintenance and Calibration

Twice annually you can send your system to Data Physics for inspection, maintenance and calibration. Often, this more than makes up for the added cost of PCS.

Ongoing Maintenance and Support Plans – Cont'd.

SCS – Standard Customer Support

SCS is included with any standard purchase, includes both hardware and software support. Extending SCS beyond the initial year of purchase serves to ensure that the system is updated with the latest capability and software fixes, application support is readily available, and the hardware is protected.



Support via Email and Website Case Submission

Submitting an issue is easy over the website or by simply emailing support@dataphysics.com. A knowledgeable application engineer will quickly be assigned your case and be in contact with you.



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Ongoing Maintenance and Support Plans – Cont'd.

No Customer Support Plan

Not every customer is able to maintain support on their systems, and for these customers, Data Physics provides options to make sure the system is working properly and is updated.



Email Support and Website Case Submission for Critical Issues

While these issues are rare at best, users can expect critical issues that prevent the system from working properly to be fixed free of charge.



One-Time Software Updates

Whether you want to just stay current or add specific features or enhancements to your system, a one-time software update is available without paying back-support.

Service and Support for Shakers and Acoustic Power Generators

Whether it's for questions on new systems or shakers that have been in the field for decades, Data Physics service and applications engineers assist in commissioning, trouble-shooting, training and system servicing. Service engineers and applications engineers are located around the globe to best support needs on a regional level.

Implementation

Recommended as part of all shaker system purchases, on-site commissioning and training is provided by Data Physics service and applications engineers to ensure that the vibration or acoustic test system is installed, aligned and running correctly.



Commissioning

SignalForce commissioning packages ensure proper system installation and on-site validation by trained service engineers.



System Introduction

Part of any on-site commissioning package includes introductory training on operation of the shaker and amplifier.



On-Site Training Packages

For both new and existing users, on-site or remote training packages are available to orient the user to the proper use of the system, including basic diagnostics and maintenance.

On-Site Service

Data Physics employs uniquely qualified and experienced service engineers for shaker and amplifier on-site support. Support is also provided for a variety of shakers produced by other manufacturers.



Emergency Service

With a 24-48 hour turnaround time, SignalForce service engineers provide on-site emergency service inoperable shaker and amplifier systems.



Preventative Maintenance

Maintenance packages are available for all shaker models and makes. Routine maintenance helps to keep shakers in top operating condition and minimize unplanned downtime.

Factory Service

To meet customer needs, Data Physics has service centers located on both coasts of the United States, the UK and China.



Refurbishment and Upgrade

In addition to refurbishing shakers that were once considered lost, the SignalForce service team offers a range of upgrades including amplifier replacement, remote amplifier control, slave logic module updates and enhanced displacement updates.



Replacement Parts

Data Physics maintains a full stock of common replacement parts for shakers and amplifiers. Along with stocking parts for all SignalForce products, Data Physics stocks parts for many shakers of alternate manufacture.



Coil Winding

Expert coil winders are able to precisely wind virtually any electrodynamic shaker armature.

Corporate Headquarters
2480 N. 1st Street, Suite 100, San Jose, CA 95131, USA
+1.408.437.0100 dataphysics.com

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