SERVICES AND SUPPORT

Software Updates and Revisions

We protect your investment in the long term – this is part of our product philosophy. Thanks to the modular design of our software products, they can be configured and expanded to meet other test requirements at any time.

m+p international provides customers with regular software updates which offer revised and enhanced software features to increase further the software performance. These updates result primarily from close co-operation with our customers and their valuable feedback. Software revisions keep your software up-to-date with the newest technology and ensure that it is compatible with the latest advances in hardware and operating systems.

Hardware Warranty and Repair

Measurement hardware from m+p international achieves the highest reliability and system longevity. All functions are thoroughly checked and documented using automatic test procedures before they leave production. The hardware is calibrated and documented with a full calibration certificate.

Our measurement hardware is delivered with a 12-month or optionally 24- or 36-months warranty.

We provide a return-to-m+p repair service, including a guaranteed 24-hours-back-to-operation option. Skilled service engineers use only original spare parts to ensure quality repair work and long service life for the measurement hardware.

Hotline Support

If you need help, please call our hotline during normal working hours. Our experienced support engineers will assist you by phone or email. They will check the reported problem and provide the best solution as quickly as possible. Support covers every aspect of our products, from installation of software updates to specific test set-ups and understanding of analysis functions.

Calibration Services

m+p international offers on-site or return-to-bench commercial re-calibration for all its measurement hardware. Keeping your equipment at peak precision by calibrating it minimizes your testing downtime. Regular calibration of your m+p international systems is not only an investment in quality; it is also a valuable tool to save costs. Errors caused by inaccurate or invalid measurements can become very expensive, e. g., if they necessitate product recalls. The system calibration includes system verification, calibration of all modules and system, system check, cleaning of the filters as well as a calibration certificate.

A2LA accredited ISO/IEC-17025 calibrations are provided by a third party, even on-site at the customer's location.

Rental

If you lack instrumentation for special vibration measurement projects or when your instrumentation is being repaired, we offer short-term rental of our measurement hardware. This allows you to do your testing job at any time using the latest hardware technology.

Training Classes

Gain valuable know-how in our training and seminar programs. Our practice-oriented training classes for users at different levels cover all aspects from the basics of vibration testing to in-depth expertise on special applications.