

MAINTENANCE / SERVICING

REMOTE SUPPORT

360° SERVICE

The best advice
and sustainable support
with our range of
services

TRAINING / WORKSHOPS

MEASUREMENT COMMISSIONS

LONG-TERM RELIABLE TEST RESULTS

With **regular maintenance** and inspection, you can maintain the functionality of your testing device in the long term and extend its service life.

You can also significantly minimize wear and tear and considerably reduce downtimes.

We offer you various maintenance packages to provide you with the offer the right service for you.



Learn more
goettfert.com/serviceconnect

OUR MAINTENANCE PACKAGES



SERVICE BASIC+

- ✓ Maintenance of the test instrument with returned measuring materials
- ✓ After successful testing, a maintenance checklist (test report) is issued
- ✓ The test report does not represent an accredited test report or calibration certificate



SERVICE ISO/IEC 17025

- ✓ Maintenance and calibration of the test instrument with returned measuring materials
- ✓ Specification of the smallest measurement uncertainty that is determined directly on the test instrument on site
- ✓ After successful calibration a calibration certificate/results report is issued in accordance with the ISO/IEC 17025 requirements of the DAkkS



Learn more
goettfert.com/maintenance



REMOTE ASSISTANCE SUPPORT



FAST RESPONSE VIA REMOTE SUPPORT SOLUTIONS

Commissioning, repair or maintenance of your GÖTTFERT test instrument – We will find a solution that suits you and support you via Remote Support, regardless of your location.

The information platform **serviceCONNECT** offers the possibility to get in direct contact with our product managers.

- ✓ LOCATION-INDEPENDENT
- ✓ DIRECT CONTACT
- ✓ SHORT REACTION TIME
- ✓ UNCOMPLICATED



Learn more
goettfert.com/remote-support



WORKSHOPS

Well trained, you can make the most of your testing instruments potential.

Our workshops focuses on safety in handling and on using all the possibilities offered by testing instrument.

- Customer-specific workshop by our application engineers
- Carrying out measurements
- Operation of the testing equipment
- Evaluation of the measurements
- Data analysis

INDIVIDUAL TRAINING

Our workshop does not offer what you are looking for?

Furthermore you would like to receive individual, customized training with a group of employees at your facility or in our application testing laboratory?

Please feel free to contact us.



Learn more and register now
goettfert.com/workshops

From the
basics
to the
deepening

Use our application laboratory to have material tests carried out according to defined test methods:

- ✓ MELT FLOW INDEXER
- ✓ CAPILLARY RHEOMETER
- ✓ ELONGATION-TESTING
- ✓ ELASTOMER-TESTING
- ✓ ONLINE-RHEOMETER
- ✓ FILM ANALYSIS

ACCURATE, REPEATABLE AND REPRODUCIBLE TEST RESULTS

Do you have an increased test volume over a certain period of time and need support?

Our instruments stand for high standards and top quality. A team of qualified test experts carries out rheological tests on behalf of our customers in our expanded and **ISO/IEC 17025 certified test laboratory.**

In addition to the common ISO and ASTM standards, our **own company standards are defined for quality assurance of our products.**

This is carried out in particular if there is not (yet) an official standard for test processes covered by our devices.



Deutsche
Akkreditierungsstelle
D-PL-17291-01-00



Deutsche
Akkreditierungsstelle
D-K-17291-02-00



Learn more
goettfert.com/laboratory

BENEFIT FROM OUR EXTENSIVE RANGE OF SERVICES

In order to meet the requirements for guaranteed availability of the test equipment, we offer you the option of to conclude a service contract with us.

Benefit from numerous advantages at no additional cost:

- Warranty extension to **24 months**
- **Free** updates
- 3 % discount on **spare parts**
- **50 % discount** on workshops
- **Prioritized** support on our serviceCONNECT service platform
- Periodic **maintenance** of your testing instrument
- Maintenance scheduling through **service planning**



Learn more
goettfert.com/service-contract

GÖTTFERT
 **THIS IS RHEOLOGY**

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