



Service & Support

FLIR FACTORY SERVICE

Because Your Job Depends On it!

If you rely on your camera to make temperature measurements or find problems related to thermal anomalies, its important to have the proper maintenance on the camera. Without proper maintenance, the camera could yield false readings. Failing to discover a potential problem or getting a false temperature measurement can compromise worker safety, cause unexpected shutdowns, and compromise your reputation on the job.

It can also put you in a position of liability. You cannot credibly promote the validity of your infrared findings if you have no process in place to insure that your camera is operating within specification.

The FLIR Customer Care Division is your factory-certified source for annual service and repair for all Agema, Inframetrics and FLIR brand infrared cameras. We are ISO 9000 certified and our exclusive 14 Point Inspection & Calibration program uses temperature references that are calibrated annually and traceable to the National Institute of Standards and Testing.

We service most cameras within 5 business days. Depending on the service package you purchase, you may be eligible for a rental or free loaner camera.

T

USA

equipment

.NET

205 Westwood Ave

Long Branch, NJ 07740

1-877-742-TEST (8378)

Fax: (732) 222-7088

salesteam@Tequipment.NET

FLIR

SYSTEMS

The World Leader in Infrared Cameras

For more information, contact:

IN THE UNITED STATES

1 866 FLIR 911

ccare@flirthermography.com

IN CANADA

1 800 613 0507

cancare@flirthermography.com

www.flirthermography.com/customercare



WORLDWIDE, WORLD CLASS SUPPORT

"If I don't have my camera, I'm out of business. FLIR fixes problems quickly and keeps me working. I cannot tell you how pleased I am with the attention and care I received."

Howard J. Henderson
Certified Thermographer



FLIR Service

The FLIR Thermography Service Team's Mission is to provide the world's best service and support of your high performance FLIR infrared camera and accessories.

FLIR'S Qualifications

FLIR is the world's largest and oldest manufacturer of commercial-grade infrared cameras. FLIR builds state-of-the-art, high performance, field worthy infrared cameras. We're serious about our infrared cameras and the accuracy of the temperature measurements they produce. It's our core business, and it's our only business. FLIR Service is ISO 9001:2000 certified.



In the pocket to the right, you'll find 3 simple service options. Dollar for dollar, the best value remains with our Premier Service Package.

Service & Support

FLIR is committed to providing you with superior customer service and IR camera support. Our customer service reps are available to take your calls Monday – Friday from 8:00 a.m. – 5:00 p.m. EST. And we have skilled technicians ready to assist you! Please refer to the resources listed below so we may better serve you:

Camera Service and Calibration for the Americas

USA: 1 866 354 7911 option2
Canada: 905 637 5696

Software Support for the Americas

USA and Canada: 978 901 8232 or 978 901 8413

14 Point Inspection & Calibration

- 1 Clean and examine camera and optics
- 2 Clean viewfinder and LCD display
- 3 Check and/or lubricate all mechanical components
- 4 Verify all internal cable and PCB connections
- 5 Upgrade internal camera software to latest revisions as needed
- 6 Perform complete operational checks
- 7 Verify and/or re-equalize as needed each temperature range for image uniformity
- 8 Verify ambient temperature compensation as needed
- 9 Calibrate temperature ranges up to 1500°C when applicable
- 10 Re-calibrate camera to ±2°C or ±2% (higher prevails) for the standard camera lens. (Additional lenses not included)
- 11 Verify standard lens calibrations (others not included)
- 12 Provide calibration label with next due date on camera
- 13 Provide calibration statement
- 14 Perform final quality acceptance test procedure

"When you rely on a specific piece of equipment to earn your living, the manner in which service issues are handled is a key issue. FLIR Service went the extra mile to solve my problem quickly, professionally, and delivered 110%. They are special people who know the impact of the problems they deal with. They are to be commended!"

Dale Garber of Dynascan Technical Services

Select the Plan That is Best For You:



The **Platinum Premier Package** combines both the Silver Package and Gold Plus Packages, all at an unbeatable price!*



The **Gold Plus Package** covers parts and labor for your IR camera.*



The **Silver Package** offers a complete, hi-tech 14 Point Inspection and Calibration Service.*

**See the enclosed information to learn more about each of our maintenance plans.*

Questions?

A customer service representative is standing by to help:

1866 FLIR 911 option 2
1 866 354 7911
Canada: 1 800 613 0507

