

Responsive Support & Reliable Service

Seven distinct functions aligned with customer expectations provide the highest level of support and service worldwide.



- 1. ON-SITE SERVICE**
 - Equipment installation
 - Preventative and corrective maintenance
 - Global Service Network
- 2. PARTS & CONSUMABLES LOGISTICS**
 - Materials requirements planning (MRP)
 - Order processing & shipping
 - Distribution logistics & warehousing
- 3. IN-HOUSE REPAIR LAB**
 - Depot repair
 - Product upgrade
 - System refurbishment
- 4. REACHBACK™ SUPPORT 24/7/365**
 - 24/7/365 access to Technical Support
 - Trained product specialists dedicated to meet your support needs
 - ReachBackID™ for spectral interpretation
- 5. PRODUCT TRAINING**
 - Operator and technical
 - Train-the-trainer
 - Customized training
- 6. SERVICE AGREEMENTS & SYSTEM ACCOUNT SPECIALISTS**
 - Service agreements
 - Loaner program available on certain products
 - Product upgrade offerings
- 7. PROFESSIONAL SERVICES**
 - Service consulting
 - Project management
 - Product line specialists
 - Extended services

Smiths Detection
As a world-class leader in the security industry, Smiths Detection knows what it takes to support an array of products over their full life cycle. Every day, we work to ensure Smiths Detection's security systems are fully functional and customer inquiries are effectively addressed. In addition to a global support presence charged with providing the highest quality customer care, we encourage and expect the participation of every employee to generate and develop ideas to achieve customer satisfaction.

www.smithsdetection.com

To find the closest Smiths Detection service location to you, please go to www.smithsdetection.com/eng/service_support.php

smiths detection

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Global Service Operations
Responsive and reliable

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1. ON-SITE SERVICE

Our network of experienced service personnel comprised of both our own direct Smiths Detection Field Service Engineers (FSEs) and authorized service partners, enables us to perform on-site service with mean time-to-restore of less than 24 hours for most service interventions. We offer service level agreements with guaranteed reaction times.

All Field Service Engineers attend numerous classroom and hands-on training sessions before being certified to work on our equipment. Our direct FSE team, together with our global Smiths Detection support network, assures our customers of local coverage in countries throughout the world which translates to quick response at the lowest cost.

2. PARTS & CONSUMABLES LOGISTICS

A complete materials management system, encompassing logistics centers around the world, provides fast movement of parts and supplies to the field. Orders for unrestricted parts and consumables can be fulfilled the same day with overnight delivery or next-flight-out courier service. Smiths Detection logistics centers provide quick response and fast delivery to ensure lower mean down time and higher operational availability.

3. IN-HOUSE REPAIR LAB

With in-house repair "service labs" located in the United States, Canada, the United Kingdom, Germany and Singapore, we provide hand-held and desktop trace customers with cost effective repair, upgrades and refurbishment services. Priority Services are always available as required.

4. REACHBACK™ & REACHBACKID™

ReachBack signifies our commitment to ensure our customers have maximum confidence in the functional performance of their Smiths products – anywhere and anytime. Our global reach allows us to provide direct access to product experts around the world 24/7/365.

ReachBackID* provides access to an elite team of scientists dedicated to spectral interpretation, chemical classification, hazardous materials chemistry support and applications expertise on FT-IR and Raman technologies. Similar to ReachBack, this team of highly trained specialists who understand the needs and challenges facing front line defenders is accessible around the clock for our customers.

*Only available in English & subject to contract terms & conditions

5. PRODUCT TRAINING

Smiths Detection offers comprehensive product training for your operational staff. Curriculum has been established and classes are available for Operator, Technical, Train-the-Trainer or Online Training. These programs provide various levels of instruction and certification, meeting the needs of your team. On-Site Training is also available at the customer's location, if needed.

Smiths Detection also offers "Customized" training class development and will work with you to ensure that the coursework is tailored to fit the needs of your business.

6. SERVICE AGREEMENTS & SYSTEM ACCOUNT SPECIALISTS

Smiths Detection offers a variety of Service Agreements designed to fit the needs and budget of our customers. Our service solutions are cost-effective term programs designed to eliminate unplanned maintenance and emergency repair expense. We also offer preventative maintenance and radiation surveys to assure trouble-free operation of Smiths Detection products.

Extended coverage beyond the normal 12-month warranty is available for either on-site support or in the case of our smaller products, a lower cost, depot level service agreement may be preferred. Specialized agreements can also be designed per customer request.

We also offer a System Account Specialist (SAS) coverage option developed specifically for those customers with various products in close proximity to each other. In this arrangement, we will place a qualified Service Representative, directly employed by Smiths, at the customer location to provide support for not only the Smiths products at the site, but any other product the customer wishes us to support. Dependent upon the customer's needs and up-time requirements, spare parts can be stocked on-site.

7. PROFESSIONAL SERVICES

In addition to our traditional support, Smiths Detection is available to assist customers with any aspect of their business where additional services are required. Project management, account/asset management, service consulting, custom programs and extended services geared towards improving business activity are all areas where we are able to assist.

To find the closest Smiths Detection service location to you, please go to www.smithsdetection.com/eng/service_support.php