

# SpectroCare

## About

SpectroCare is the comprehensive metallurgical support unit of Spectrographic offering a tiered system of service programmes, refurbishment and ad hoc service options, SpectroCare is a new and unique approach to service and support, providing a holistic care for your operation.

### Service

Consisting of 3 tiers; Specialised, Select and Sustain, the range of SpectroCare Service Programmes can be tailored to the specific needs of your operation and output schedule.

### Restore

SpectroCare provides a market leading utility that provides a complete overhaul and refurbishment of any equipment - including full incremental operation restoration.

### Sustain

SpectroCare makes a provision for operations that require service and support as and when required, offering a wide range of ad hoc service options.

## Why Spectrographic?

Spectrographic is a family-run business that provides metallographical equipment and consumables. SpectroCare extends our customer reach and support as we understand that aftercare is vital in such an intense and technical industry.

# Microscopes



Training  
Repair  
Upgrade  
Service  
Technical support



“By combining our customer-orientated approach with our technical expertise we are able to provide a unique and tailored approach to microscope servicing.”

Paul Chippendale - Managing Director



## Service and Repair

We offer a wide range of servicing and repair options that we can tailor to your specific operational needs. We can provide on-site or off-site servicing and repair work, which also can be supported by loan equipment.



## Upgrade and Training

We ensure customers remain at the forefront of microscopy by recommending and providing upgrades where possible. We recognise training as a vital component in microscopy so offer tailored and/or specific courses to suit your needs.



## Technical Support

At Spectrographic we rely on our reputation which is built on three pillars; quality, value and continued support. Our SpectroCare offering is a holistic care and support unit whereby our customers can take full advantage of our expertise and resources.





## Service Care Plans

Proactive and strategic planning ensures year round productivity, efficiency and accuracy by teaming up with a support unit that will counteract any supply, operational or outcome issues.

### SPECIALISED PLAN

The **SPECIALISED PLAN** is a completely situational tailored service that caters for operations of any scale and complexity. A fully custom-made plan ensures proactive servicing that results in increased performance, efficiency and quality. This plan includes a 48 hour response from our service technicians if required. Spectrographic consumable supplies, spare parts back-up and training are all options that can be included in this plan.

### SELECT PLAN

The **SELECT PLAN** provides servicing and maintenance at an agreed suitable frequency including a 48 hour response from our technicians if required. Spare and wear parts, loan equipment and priority customer support are all included in this plan. This plan also includes the 48 hour response from our service technicians if required. The SELECT subscription also benefits from access to priority deals and offers on Spectrographic consumables.

### SUSTAIN PLAN

The **SUSTAIN PLAN** provides scheduled and consistent service and maintenance. Free wear parts, travel and maintenance costs are included in this plan. With the SUSTAIN subscription, you benefit from lower rates on repairs, access to deals and offers on Spectrographic consumables, and remote support as and when required.

Servicing all Brands all Ages

**OLYMPUS**



**Huvitz**

**Motic**

# Ad Hoc Servicing



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*By ensuring prolonged customer satisfaction, this service and support gives our customers a go-to and, not only does it instil them with confidence in the product they have purchased, but also confidence in us as a company. We also enjoy the troubleshooting which has resulted in a mutual positive between our customers and ourselves. It is important to get this message out there that Spectrographic are here as a metallurgical support unit as well as a supplier.*

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Paul Chippendale - Managing Director

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