FWD Annual Maintenance Agreement Plan (MAP)

What is MAP?

DYNATEST MAINTENANCE AGREEMENT PLANS

Put simply the MAP framework provides a set list of services, parts and labour for a set price designed to be undertaken at annual intervals to keep your Falling Weight Deflectometer in top working order

Dynatest equipment is engineered to withstand rigorous and prolonged usage in a wide range of environmental conditions—regular routine maintenance is required to provide continued and dependable operations.

Our recommended annual maintenance agreement plans, (MAP), ensure that equipment is kept in peak condition and are available to suit your budget and technical support framework

Advantages of MAP

EXTEND EQUIPMENT LIFE

Customers who undertake regular routine maintenance will have Dynatest equipment in service for several decades.

CONVENIENT SERVICE LOCATION

Work is usually conducted at our head office and main production facility in Ballerup, Denmark, where we build, service, and maintain all Dynatest devices. Work can also be performed at customer location with applicable shipping and travel costs. Quotation available on request

QUICK SERVICE TIMING

Annual maintenance typically takes 2-5 working days depending on the level of service.

Map Framework

FWD MAINTENANCE AGREEMENT PLAN

- There are 3 service levels for the MAPs: Bronze, Silver, Gold, All MAPs include an annual calibration of the load cell and up to 10 geophones.
- MAPs may be purchased as a single year or in bundles of 3-years. Other periods are subject to quote. Discounts apply for multi year agreements.
- Fixed price for the life of the agreement on services
- Created specifically to fit your organization's needs.
- Each MAP includes discounts on nonproprietary after-service parts purchase

Dynatest®

Dynatest®

Annual Maintenance Agreement Plan (MAP)
Falling Weight Deflectometer (FFWD) - 2024

Services	Bronze	Silver	Gold
Dedicated customer service portal & support	✓	✓	✓
Load Cell and (up to 10) geophones calibrated and certificates issued	✓	✓	✓
Inspection Report, Calibration, Raise Lower System Service, Hydraulic Oil and Filter Change, Control Valve Replacement, Motor Relay Replacement	✓	✓	✓
Electric Motor Service, Geophone Holder Service, Catch Service		✓	✓
Battery Replacement, A/B Valve Replacement, Rebuild All Hydraulic Cylinders, Load Cell Service, Nitril Sheet Replacement, Main Buffer Replacement			✓
Discount on parts purchase* *excludes purchase of proprietary items - CP15 and deflation sensors	**5%**	**10%**	**10%**
Price per annum for a 1 year plan	€5,100 /	€8,100 /	€14,000
3 year plan (pre paid at start of agreement)	€12,900 / €4,300 pa	€21,150 / €7,050 pa	€36,900 / €12,300 pa
Pricing assumes all work is performed at Dynatest facility. For service work conducted at customer location request quote.			

GENERAL TERMS & CONDITIONS:

Where multi year agreement has been signed the work will usually be performed at a Dynatest operated workshop and the customer shall be liable for all costs associated with bringing their unit to the service location.

Dynatest will send an invoice for the completed works after the S&C is completed. The invoice is to be settled within 21 days. Or IAW with the costumer's standard payment terms.

For work performed at other agreed locations Dynatest will send an invoice for 50% of the agreed S&C price (including travel expenses) of the equipment prior to the arrival of the technician. The deposit invoice is to be settled prior to the technician's departure. The remaining cost will be invoiced after completion of the S&C and settled within 21 days.

Cancellation of the agreement is possible for either party until six months before the end of the current calendar year. Ending the remaining years of the contract:
E.g. contract wanting to be cancelled for 2025 needs to be cancelled 1 July 2024.

If the costumer chooses not to follow the obligation of the MAP agreement or does not cancel the contract in time. Dynatest reserves the right to charge 20% of the agreed value for the next coming S&C and cancel the contract and all remaining mutual obligations.