



- Best Practice
- Service
- Training
- Operation
- Maintenance

CUSTOMER CARE



NDC Customer Care

NDC: your Partner in Process Measurement

NDC has been supplying industry with gauging, measurement and control systems for over 35 years, helping its customers to achieve process efficiency and product quality improvements and, in turn, to retain their customers' long-term loyalty.

NDC products are designed to provide market-leading performance with lowest possible ownership costs and maximum reliability throughout their operating life. During this period many things can change as your company introduces new products, adapts to new market conditions and gears up to meet the challenges which today's manufacturing environment presents.

To help meet this challenge, we offer a range of Customer Support Products designed to help achieve best practice, best performance, and the best return on your investment.

NDC Customer Care A range of support products to help maximise the benefit of your NDC Measurement System...



Guaranteed Cost of Ownership

Our Support Products range from commissioning and start-up services, to fixed-priced product support contracts, right up to full on-site engineering support contracts, all delivered by a dedicated, fully trained team of engineers from NDC's Worldwide Customer Care Team.

Support you need, when you need it

Your NDC Sales or Customer Care contact will be pleased to discuss our flexible Support Contracts, presenting you with a fully costed customized contract selecting from the range of services available.

A Fully Customized Approach

No two processing lines are the same, and consequently, we cannot simply standardize our support offerings. We construct a product that puts the emphasis where you want it, when you need it. Designed to keep costs competitive and, where possible, fixed for the duration of the contract, NDC Customer Care products offer maximum value for money.

A Worldwide Support Network

NDC has manufacturing bases in the UK and USA, and operating companies in China, Japan, India, Germany, France and Italy, each with its own trained Customer Care engineers. In addition, our exclusive Distributors have their own trained personnel who, thanks to our ongoing internal training programmes, are able to deliver NDC Support Products locally. Our aim is to ensure global consistency in quality and approach, whilst always meeting local needs.



Delivering The Best in On-site Support

NDC Customer Support Products helping to achieve best practice, best performance, and the best return on your investment...

NDC CUSTOMER SUPPORT CONTRACT MODULE SELECTION				
SERVICES	OPTIONS			
On-site Scheduled Support Visits	1 per year	2 per year	3 per year	4 per year
Callout Response Time	8 working hours	3 working days	4 working days	5 working days
Telephone Hot-line Access	8:00am to 5:00pm Monday to Friday		24/7 Telephone Support	
Dedicated Email Support	Included			
Discount on Spare Parts used on Callout	10%	25%	All parts included	
Discount on Callout Labour	25%	50%	All labour included	
Discount on Re-issue of Certificate of Conformance	10%	25%	Certificate included	
Discount on Training Courses	10%	25%	-	
Return to Base Repair	Rapid Repair Turnaround, including all parts, labour and shipping costs, for one yearly fee			

Best Practice Training Programmes

In addition, we can offer comprehensive on- and off-site training courses, constructed to suit your specific needs. The aim is always to ensure Best Practice is implemented.

Typically, programmes will cover:

- Day-to-day use of the system
- Configuring the system
- Understanding NDC Measurement Technology
- Sensor Calibration
- Diagnostics
- Changing Consumables
- System maintenance
- Control Tuning

Whether your current personnel need retraining, or new personnel need training from scratch, call your local NDC office or representative to discuss the programme that meets your needs.

Calibration Validation

All NDC Sensors, whether standalone or as part of a system, are delivered pre-calibrated for the measurement ranges of the parameters and products specified at order. Their proven stability and unique design mean they do not require routine calibration.

However, after initial installation, or as your product range develops and new measurements are needed, we can assign one of our Applications

Technical Support team, under contract, to help you to achieve best results from your NDC measurement system.

System Guidance

Whether it's using what you already have to best effect, or preparing the NDC gauging system to meet your latest measurement needs, our Applications Engineers can guide you through the process.

CALIBRATION VALIDATION

- Data analysis and Calibration Validation
- Results Validation
- Sampling
- Working with internal and external test laboratories
- Configuring the system for new products or measurements
- Incorporating NDC Measurements into your Quality Assurance programmes



Enquiry Form

To: NDC Customer Care Team

To receive a quotation for an NDC Customer Care Contract, please complete the details below and mail / fax to NDC, or email / call our Customer Care Help Desk. We will then configure a contract and quote to suit your needs.

FAX: +44 1621 856180 EMAIL: helpdesk@ndcinfrared.co.uk	
Company:	Contact:
Position:	Date:
Site Address:	
Telephone Number:	Email Address:
NDC Products on Site	
Sensor Types:	
Serial Numbers:	
Display Systems:	
Control Systems:	
Scanning Systems:	
NDC Customer Support Contract Module Selections (please tick appropriate box)	
Warranty <i>Plus</i>	<input type="checkbox"/> Rapid Repair Turnaround, all parts, labour & shipping costs included for one yearly fee
On-Site Services	Options
On-site Scheduled Support Visits	<input type="checkbox"/> 1 per year <input type="checkbox"/> 2 per year <input type="checkbox"/> 3 per year <input type="checkbox"/> 4 per year
Callout Response Time	<input type="checkbox"/> 8 working hours <input type="checkbox"/> 3 working days <input type="checkbox"/> 4 working days <input type="checkbox"/> 5 working days
Telephone Hot-line Access	<input type="checkbox"/> 8:00am to 5:00pm Monday to Friday <input type="checkbox"/> 24/7 Telephone Support
Dedicated Email Support	Included
Discount on Spare Parts used on Callout	<input type="checkbox"/> 10% <input type="checkbox"/> 25% <input type="checkbox"/> All parts included
Discount on Callout Labour	<input type="checkbox"/> 25% <input type="checkbox"/> 50% <input type="checkbox"/> All labour included
Discount on Re-issue of Certificate of Conformance	<input type="checkbox"/> 10% <input type="checkbox"/> 25% <input type="checkbox"/> Certificate included
Discount on Training Courses	<input type="checkbox"/> 10% <input type="checkbox"/> 25% -

NDC Infrared Engineering is represented in over 60 countries worldwide



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ISO9001:2000

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