



Technologies | Test & Measurement Systems

Ascential Care

Elevating support,
enhancing value.



Ascential Care

Elevating support,
enhancing value.

Ascential Care

Customer Support Services

At Ascential Technologies, field support isn’t an afterthought — it’s a priority. We’re committed to ensuring our customers receive exceptional lifetime value from the equipment and automation they depend on us to provide.

Ascential Care brings together our top technicians across multiple disciplines to support our global customers. Our customer service platform ensures proximity and responsiveness, allowing us to adapt swiftly while leveraging our deep expertise to meet ever-evolving customer needs. With Ascential Care, customers can expect excellent on-site and remote support at every step – from installation and launch to ongoing service and maintenance, refurbishment, spare part services and more.



| Support | Core | Plus | Elite |
|------------------------------------------------------------------------------------------------|-------------------------------------------------------------|------------------------------------------------------------|----------------------------------------------------------------|
| Remote support | 10 hours | 25 hours | 50 hours |
| Response time for customer support and troubleshooting | Fast | Faster | Fastest |
| Onsite emergency response and coverage | Fast | Faster | Fastest |
| Labour & Travel | Standard rate | Discounted rate | Preferred rate |
| Material / Parts | Standard rate | Discounted rate | Preferred rate |
| Customer Portal | ✗ | ✓ | ✓ |
| Maintenance | Core | Plus | Elite |
| Preventive Maintenance | On request, with labour, travel, and parts at standard rate | Annual trip included, with needed parts at discounted rate | Semi-annual trip included, with needed parts at preferred rate |
| Scheduling optimization based on real usage data from Ascentialytics (only with cloud version) | ✗ | ✓ | ✓ |
| System Health Check | ✗ | Annual | Semi-annual |
| Spare Parts | Core | Plus | Elite |
| eCommerce | ✓ | ✓ | ✓ |
| Critical Spare Parts | Standard rate | Discounted rate | Preferred rate |
| Shipping | Standard | Priority | Next Day |
| Performance (Ascentialytics) | Core | Plus | Elite |
| Ascentialytics | ✗ | 1-year Trial | 2-year Trial |
| Performance Analysis | ✗ | Annual analysis and reporting | Semi-annual analysis and reporting |
| First Alert Monitoring System | ✗ | ✗ | ✓ |
| Training | Core | Plus | Elite |
| Instructor-led Training | Train The Trainer (provided at start-up) | Annual (update & refresh) | Semi-annual (update & refresh) |
| Self-service Training Material | ✗ | ✓ | ✓ |
| Training & Resource Review | ✗ | Annual | Semi-annual |



Technologies | Test & Measurement Systems

+1 616 234 1100 | info@ascentialtech.com

ascentialtech.com

Contact us today to discuss how we can help tackle your toughest, most complex challenges and unlock the performance of your business.

About Ascential Technologies

Ascential Technologies tackles the most challenging problems where the cost of failure is high.

We design, develop, and automate complex diagnostics, inspection, and test processes across medical & life science, transportation, and specialty industrial end markets.

With 70+ years of experience, 2,300+ experts, and over 40 locations across the globe, Ascential Technologies leverages the power of science and technology to accelerate innovation and improve health and safety.

Impossible? Done.