

Ascential Care

Elevating support, enhancing value.



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.



Material / Parts Customer Portal X Maintenance Core Preventive Maintenance Scheduling optimization based on real usage data from Ascentialytics (only with cloud version) System Health Check X Annual Spare Parts Core Plus Semi-annual trip included, with needed parts at discounted rate Scheduling optimization based on real usage data from Ascentialytics (only with cloud version) System Health Check X Annual Semi-annual trip included, with needed parts at discounted rate Standard rate Core Plus Elite Core Plus Elite Core Plus Elite Preferred rate Standard rate Discounted rate Preferred rate Annual Semi-annual trip included, with needed parts at discounted rate Standard rate Discounted rate Preferred rate Trainance Core Plus Elite 1-year Trial Performance (Ascentialytics) Ascentialytics X 1-year Trial Semi-annual trip included, with needed parts at discounted rate Preferred rate Training Core Plus Elite Training Core Plus Elite Training Core Plus Elite Training Semi-annual trip included, with needed parts at discounted rate Train The Trainer Training Train The Trainer Training Semi-annual trip included, with needed parts at discounted rate Semi-annual trip included, with needed parts at discounted rate Train The Trainer Training Semi-annual trip included, with needed parts at discounted rate Semi-annual trip included, with needed parts at discounted rate Train The Trainer Training Semi-annual trip included, with needed parts at discounted rate Semi-annual trip included, with needed parts at discounted rate Train The Trainer Training Semi-annual trip included, with needed parts at discounted rate Semi-annual trip included, with needed parts at discounted rate Training Semi-annual trip included, with needed parts at discounted rate Training Semi-annual trip included, with needed parts at discounted rate Training Semi-annual trip included, with needed parts at discounted rate Training Semi-annual trip included, with needed parts at discount				
Response time for customer support and troubleshooting Fast Faster Fastest Consite emergency response and coverage Fast Faster Fastest Faster Fastest Labour & Travel 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 Scheduling optimization based on real usage data from Ascentialytics (only with cloud version) System Health Check X Annual Semi-annual rip included, with needed parts at discounted rate Spare Parts Core Plus Elite Commerce Core Plus Elite Commerce Critical Spare Parts Standard rate Shipping Standard Priority Next Day Performance (Ascentialytics) Ascentialytics X 1-year Trial Performance Analysis Faster Fastest Faster Fastest Discounted rate Preferred rate Preferred rate Preferred rate Preferred rate Preferred rate Preferred rate Shipping Standard Priority Next Day Performance (Ascentialytics) Annual analysis and reporting First Alert Monitoring System Training Core Plus Elite Instructor-led Training Train The Trainer (provided at start-up) Seff-service Training Material	Support	Core	Plus	Elite
Onsite emergency response and coverage Labour & Travel Standard rate Discounted rate Preferred rate Preferred rate Standard rate Discounted rate Preferred rate Preferred rate Customer Portal Maintenance Core Plus Elite Preventive Maintenance On request, with labour, travel, and parts at standard rate Scheduling optimization based on real usage data from Ascentialytics (only with cloud version) System Health Check Spare Parts Core Plus Elite Core Plus Semi-annual trinicubed, with needed parts at discounted rate Spare Parts Core Plus Elite Core Plus Elite Core Plus Elite Commerce Critical Spare Parts Standard rate Discounted rate Preferred rate Shipping Standard Priority Next Day Performance (Ascentialytics) Ascentialytics Core Plus Elite Lite Core Plus Elite Training Core Plus Elite Training Core Plus Elite Instructor-led Training Training Core Plus Elite Semi-annual trinicubed, with needed parts and included,	Remote support	10 hours	25 hours	50 hours
Labour & Travel Material / Parts Standard rate Discounted rate Preferred rate Customer Portal X Maintenance Core Plus Elite Preventive Maintenance On request, with and parts at standard rate Scheduling optimization based on real usage data from Ascentialytics (only with cloud version) System Health Check X Annual Semi-annual rate Shipping Standard rate Standard rate Shipping Standard rate Standard rate Shipping Standard rate Shipping Standard Priority Next Day Performance (Ascentialytics) Ascentialytics X Annual analysis and reporting First Alert Monitoring System Training Core Plus Elite Core Plus Standard rate Standard rate Similaria Semi-annual rate Semi-annual rate Semi-annual rate Core Plus Elite Training Core Plus Elite Semi-annual rate S	Response time for customer support and troubleshooting	Fast	Faster	Fastest
Material / Parts Standard rate Discounted rate Preferred rate Customer Portal X Maintenance Core Preventive Maintenance Scheduling optimization based on real usage data from Ascentialytics (only with cloud version) System Health Check X Annual Spare Parts Core Plus Elite Semi-annual trip included, with needed parts at standard rate System Health Check X Annual Semi-annual Semi-annual First Alert Monitoring System Training Core Plus Elite Annual Semi-annual Semi-annual Training Core Plus Elite Training Core Plus Elite Annual Semi-annual Semi-annual Training Core Plus Elite Annual Semi-annual Training Core Plus Elite Annual Semi-annual Semi-annual Training Core Plus Elite Semi-annual Training Core Plus Elite Standard Priority Next Day Performance Analysis Annual analysis and reporting Semi-annual Semi-annual Training Core Plus Elite Training Core Plus Elite Semi-annual Semi-an	Onsite emergency response and coverage	Fast	Faster	Fastest
Customer Portal X Maintenance Preventive Maintenance Preventive Maintenance Core Plus Elite Semi-annual rincluded, with needed parts at standard rate Scheduling optimization based on real usage data from Ascentialytics (only with cloud version) System Health Check X Annual Semi-annual rincluded, with needed parts at discounted rate Core Plus Elite Core Plus Elite Commerce Critical Spare Parts Standard rate Shipping Standard rate Shipping Standard Priority Next Day Performance (Ascentialytics) Ascentialytics Core Plus Elite Preferred rate Shipping Standard Priority Next Day Performance (Ascentialytics) Ascentialytics X 1-year Trial Semi-annual semi-annual semi-annual semi-annual semi-annual analysis and reporting First Alert Monitoring System X X Training Core Plus Elite Semi-annual se	Labour & Travel	Standard rate	Discounted rate	Preferred rate
Maintenance Core Plus Elite Preventive Maintenance On request, with labour, travel, and parts at discounted rate included, with needed parts at discounted rate included referred rate included at standard rate included, with needed parts at discounted rate included at standard rate included, with needed parts at discounted rate included, with needed parts at discounter	Material / Parts	Standard rate	Discounted rate	Preferred rate
Preventive Maintenance On request, with labour, travel, and parts at standard rate standard standard rate standar	Customer Portal	×	~	~
Iabour, travel, and parts at standard rate Iabour, travel, and parts Iabour, travel, and parts at standard rate Iabour, travel, and parts at discounted rate Iabour, travel, and parts at standard rate Iabour, travel, and parts	Maintenance	Core	Plus	Elite
(only with cloud version) X Annual Semi-annual Spare Parts Core Plus Elite eCommerce V V V Critical Spare Parts Standard rate Discounted rate Preferred rate Shipping Standard Priority Next Day Performance (Ascentialytics) Core Plus Elite Ascentialytics X 1-year Trial 2-year Trial Performance Analysis Annual analysis and reporting analysis and reporting First Alert Monitoring System X X V Training Core Plus Elite Instructor-led Training Train The fraine (update & refresh) Semi-annual (update & refresh) Semi-annual (update & refresh) Self-service Training Material X V V	Preventive Maintenance	labour, travel, and parts at	included, with needed parts at	Semi-annual trip included, with needed parts at preferred rate
Spare Parts Core Plus Elite eCommerce Image: Commerce of the properties of the proper		×	~	~
eCommerce Critical Spare Parts Standard rate Discounted rate Preferred rate Shipping Standard Priority Next Day Performance (Ascentialytics) Ascentialytics Ascentialytics Performance Analysis Annual analysis and reporting First Alert Monitoring System Training Core Plus Annual analysis and reporting First Alert Monitoring System Train The Trainer (provided at start-up) Train The Trainer (provided at start-up) Self-service Training Material	System Health Check	×	Annual	Semi-annual
Critical Spare Parts Standard rate Discounted rate Preferred rate Shipping Standard Priority Next Day Performance (Ascentialytics) Ascentialytics Ascentialytics Performance Analysis Annual analysis and reporting First Alert Monitoring System Training Core Plus Elite Annual analysis and reporting First Alert Monitoring System Train The Train The Train The Train The Trainer (update & refresh) Semi-annual (update & refresh) Semi-annual (update & refresh) Semi-annual	Spare Parts	Core	Plus	Elite
Shipping Standard Priority Next Day	eCommerce	~	~	~
Performance (Ascentialytics) Ascentialytics Performance Analysis Performance Analysis Performance Analysis Core Plus Semi-annual analysis and reporting First Alert Monitoring System Training Core Plus Elite Instructor-led Training Train The Trainer (provided at start-up) Self-service Training Material X V V V	Critical Spare Parts	Standard rate	Discounted rate	Preferred rate
Ascentialytics Performance Analysis Performance Analysis Annual analysis and reporting First Alert Monitoring System Training Core Plus Elite Instructor-led Training Trainer (provided at start-up) Self-service Training Material X 1-year Trial 2-year Trial 2-	Shipping	Standard	Priority	Next Day
Performance Analysis Annual analysis and reporting First Alert Monitoring System X X Training Core Plus Elite Instructor-led Training Train The Trainer (provided at start-up) Self-service Training Material X Annual analysis and reporting Annual (update & refresh) Semi-annual (update & refresh)	Performance (Ascentialytics)	Core	Plus	Elite
First Alert Monitoring System Training Core Plus Elite Instructor-led Training Train The Trainer (provided at start-up) Self-service Training Material X Annual (update & refresh) First Alert Monitoring System X X X ✓ Annual (update & refresh) First Alert Monitoring System X ✓ ✓ Annual (update & refresh)	Ascentialytics	×	1-year Trial	2-year Trial
Training Core Plus Elite Instructor-led Training Train The Trainer (provided at start-up) Self-service Training Material X Flus Annual (update & refresh) (refresh) Frainer (provided at start-up)	Performance Analysis	×		Semi-annual analysis and reporting
Instructor-led Training Train The Trainer (provided at start-up) Self-service Training Material Annual (update & refresh) refresh) Semi-annual (update & refresh)	First Alert Monitoring System	×	×	~
Trainer (provided at start-up) Self-service Training Material (update & refresh) refresh) V	Training	Core	Plus	Elite
	Instructor-led Training	Trainer (provided at	(update &	(update &
Training & Bassing Baylow				
Training & Resource Review X Annual Semi-annual	Self-service Training Material	×	~	~



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.

