



Technologies | Test & Measurement Systems

Ascential Care

Elevating support,
enhancing value.



SERVICE & SUPPORT
POWERED BY Ascential Care

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enhancing value.

At Bauer and 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	Standard rate	25 hours	50 hours
Response time	Fast	Faster	Fastest
Onsite emergency response and coverage	Fast	Faster	Fastest
Labor & 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 labor, travel and parts billed at standard rates	Annual trip included, with travel and parts billed at discounted rates	Semi-annual trip included, with travel and parts billed at preferred rates
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
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 review	✗	Annual	Semi-annual
Optional: Ascentialytics	Core	Plus	Elite
Ascentialytics	List price	Discounted rate	Preferred rate
Performance analysis	✗	Annual analysis and reporting	Semi-annual analysis and reporting
First alert monitoring system	✗	✗	✓





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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.