

LASER MEASUREMENT SOLUTIONS

Starrett-Bytewise Measurement Systems strives to provide outstanding service and support to all of our global customers. To further this goal, we have introduced SERVEMAP, a maintenance agreement plan that will help to ensure peak performance, minimal downtime, and optimal value from your Starrett-Bytewise equipment. SERVEMAP offers annual field service visits for system diagnostics and preventive maintenance. Refresher training is included with the visit to ensure users are proficient with the system and software. The plan also includes extended sensor warranties, a Software Subscription plan, significant price discounts on parts and labor, and other valuable benefits.

We offer SERVEMAP for all Starrett-Bytewise equipment including: Profile360™, On-Line Profilometer (OLP), Off-Line Profilometer (OFLP), ProfilometerSL (PSL), Profilometer 3D (3DP), CTWIST, Bead-to-Bead, Tire360, Green Tire Uniformity (GTU), Feature Tracker, Belt and Ply Width Monitor, GEO-360, and Starrett SL3 sensors. SERVEMAP can be tailored for legacy or custom-built systems not listed here.

Renewable annually, SERVEMAP is an affordable, value-packed plan that will ensure that your investment is protected. You will see reduced long term costs by identifying and addressing issues before they become a problem. Contact us today to make sure you are getting the most out of your systems!

SERVEMAP INCLUDES

- Annual Visit by a Starrett-Bytewise Field Service Technician to your Facility
 - Preventive Maintenance
 - System Diagnostics
 - Sensor Realignment
 - Refresher Training
- Software Subscription Plan
 - Unlimited upgrades to newest software version
 - Unlimited Starrett-Bytewise software licenses for your facility
 - Includes remote access capability
- Free Remote Support to All Users at your facility for all non-training issues
- Access to Custom Software Services at Discounted Rates
- 10% discount on Spare and Replacement Parts
- Free Biennial Recertification of all registration devices and qualification blocks
- 50% discount on Diagnostic Fees for systems returned to our facility
- 10% discount on Labor, both in our shop and at your facility
- 10% discount on Training at your facility
- Two Year Warranty on Sensors
 - Includes all sensors currently under warranty and all new purchases
 - All non-sensor components remain at one year warranty



FREQUENTLY ASKED QUESTIONS

WHY SHOULD MY COMPANY SIGN UP?

Your company has already made a significant investment in our systems. SERVEMAP's annual service plan protects your investment by ensuring your systems run at peak capability and equipping your users with the latest software and refresher training to extract the most value. With the services and discounts included, SERVEMAP offers significant savings over the life of your systems.

IS THIS REQUIRED?

No. This plan is optional, but the value added through this plan far outweighs the cost.

HOW IS THIS DIFFERENT FROM THE WARRANTY INCLUDED WITH NEW SYSTEMS?

The standard limited warranty included with all new systems includes one year of coverage on the hardware and software against defects in material and workmanship under normal use. SERVEMAP increases the warranty of the laser sensor components of your systems to two years. Additionally, SERVEMAP provides services, discounts, and access to software updates that are not part of the standard limited warranty.

DOES MY COMPANY NEED TO COVER ALL OF OUR STARRETT-BYTEWISE SYSTEMS?

You may choose to cover any or all of the types of Starrett-Bytewise systems you own. However, for each type of system covered, all individual systems of that type at the same facility must be included. All of the systems you want to cover will be rolled into a single annual fee.

HOW LONG WILL THE FIELD SERVICE TECHNICIAN BE AT MY LOCATION?

The answer depends on how many Starrett-Bytewise systems are covered at the facility, but the number of days will be known prior to purchase. Generally, an annual SERVEMAP visit would include a half-day for each facility plus a half-day for each system covered under the plan. So, a facility with 3 systems covered would need a two-day visit.

IS THIS AN EMERGENCY REPAIR PLAN?

No. SERVEMAP covers scheduled annual maintenance, software, and a variety of discounts. However, in the unlikely event that your system requires emergency repairs, members of the program will see significant cost savings.

WHAT DO I GET OUT OF THE SOFTWARE SUBSCRIPTION PLAN?

As a subscriber, you will have access to unlimited software upgrades for all of your covered systems. Being a subscriber is the best way to ensure you are using the most up-to-date software version.

CAN I ADD SYSTEMS IN THE MIDDLE OF MY CONTRACT?

Yes! Additionally, while you are enrolled in SERVEMAP any new systems you purchase come with one complementary year of coverage.

HOW MUCH DOES IT COST?

This will vary based on the number and type of systems covered, location of the facility, and any modifications to the standard plan to customize it for your requirements. Contact us to get a quote tailored to meet your needs.

WILL STARRETT-BYTEWISE SUPPORT ME IF I AM NOT ON THE PLAN?

Yes! Customers without SERVEMAP will continue to receive free remote support to trained users and free software service packs for their current software version. However, they will not have access to the discounted annual field service visit, software version upgrades, significant discounts on parts and labor, or any of the other services provided through the program.

FOR ServeMAP PRICING AND ADDITIONAL INFORMATION,
PLEASE CONTACT US AT

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