

Important Parts of Your Success

LPKF Service & Support



Basic
Service

LPKF
Laser & Electronics

Classic
Service

LPKF
Laser & Electronics

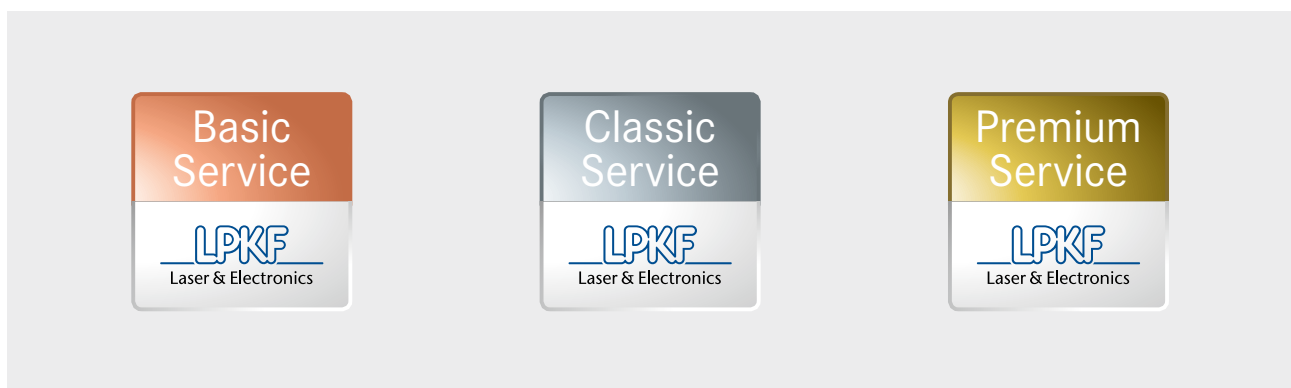
Premium
Service

LPKF
Laser & Electronics

LPKF
Laser & Electronics

Secure Your Investment

At LPKF, we are committed to supporting your prototyping and development work with a selection of high-quality service solutions: Whether it's the regular inspection of the systems used or the supply of spare parts, training or a service contract, you can always count on the same high level of engagement. We combine the advantages of internet technologies with human contact and link expertise and experience with a worldwide sales and service network.



Service Packages

The Basic, Classic and Premium packages include various levels of service, support and training. They ensure fast response times, whether personally on site or through free qualified remote assistance, e-mail and phone support.

Installation, Training, Upgrades

Well-trained, you are able to harness the potential of the systems. A wide range of training courses are available for beginners as well as for experts. LPKF supports you with coordinated solutions and service packages. Upgrades help you to adapt your products flexibly to change, ensuring you always get the most out of your systems.

Original LPKF Spare Parts

It is important for your investment to pay off in the long run. Original spare parts from LPKF will help you achieve this. With LPKF spare parts tailored to your product, your work process will be reliable, efficient, and precise.

Maintenance and Warranty Extension – up to 5 Years

LPKF offers preventive maintenance to maintain the lifetime, accuracy and safety of your systems. Preventive maintenance protects your investments and is easy to plan thanks to the proven services offered. In some cases, it is even possible to extend the warranty period up to 5 years.

Contact LPKF's service staff or your nearest authorized LPKF distributor to find out which service and support package is most suitable for you.

Service Packages for ProtoMats and ProtoLasers at a Glance

	Without contract/ out of warranty	Without contract/ within warranty	LPKF Basic Service	LPKF Classic Service	LPKF Premium Service ^E
Support					
Tech Phone / E-Mail Support	4 h/month free of charge	Free of charge	Free of charge	Free of charge	Free of charge
Process Phone / E-Mail Support	Chargeable	Chargeable	4 h/month free of charge	Free of charge	Free of charge
Remote Support (Tech Support)	Chargeable	Free of charge in reg. availability of engineer	Free of charge in reg. availability of engineer	Free of charge	Free of charge
Performance	Depends on avail- ability of an engineer	Depends on avail- ability of an engineer	Qualified engineer within 48 h*	Qualified engineer within 24 h*	Qualified engineer within 24 h*
Spare parts					
Spare Parts	Chargeable	According to warranty terms	According to warranty terms	According to warranty terms	Free of charge
Wear Parts**	Chargeable	Chargeable	Chargeable	Annual maintenance set free of charge	Free of charge
Shipment	Chargeable	According to warranty terms	According to warranty terms	Maintenance set free of charge	Free of charge
Performance	Depends on avail- ability of the supplier	Depends on avail- ability of the supplier	Depends on avail- ability of the supplier	Depends on avail- ability of the supplier	Express shipment
Service					
LPKF Repair	Chargeable	According to warranty terms	According to warranty terms	According to warranty terms	Free of charge ^{A, B}
LPKF Maintenance	Chargeable	Chargeable	Chargeable	Annual maintenance free of charge ^{C, D}	Annual maintenance free of charge ^{C, D}
Installation	Chargeable	Chargeable	Chargeable	Chargeable -5 % discount	Chargeable -10 % discount
Operator Training	Chargeable	Chargeable	Chargeable	Chargeable -5 % discount	Chargeable -10 % discount
Upgrades ***					
Hardware Upgrades	Chargeable	Chargeable	Chargeable	Chargeable -5 % discount	Chargeable -10 % discount
Software Updates	Chargeable	Chargeable	Chargeable	Chargeable -5 % discount	Chargeable -10 % discount

* Within LPKF business hours

** Wear parts do not include milling and drilling tools, operating materials and consumables

*** Depending on the official release schedule

A: For the repair ProtoMats are sent to LPKF. During the repair time you can loan a ProtoMat free of charge.

B: The repair of ProtoLasers takes place at the customer's site.

C: For the maintenance ProtoMats are sent to LPKF once a year.

D: The maintenance of the ProtoLasers takes place at the customer's site during one visit per year.

E: The Premium Service can only be started within the factory warranty period.

All transport and travel costs will be calculated separately.



Find out more:

<https://www.lpkf.com/en/support-services/services-research-in-house-pcb-prototyping/>

LPKF circuit board plotters and laser systems have been delivering outstanding performance in laboratories and development departments around the world for many years now. More than 50 branch offices and distributors are available to ensure seamless services and provide support and advice.



The global LPKF network for service and distribution:

- Headquarters
- LPKF Group
- LPKF Distributors

LPKF Laser & Electronics AG sells and markets products and provides support in more than 50 countries. Find your local representative at www.lpkf.com.

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