



# Dynisco Service Solutions

*Let Our Expertise Complement Yours*

# The Dynisco Difference

Dynisco has more than 6 decades of commitment to helping customers provide a true “window into the process” with our leading edge quality products and award winning innovative solutions for indication and control critical plastic process measurements including, pressure, temperature and polymer rheology. Harnessing these critical parameters allows plastic processors to reduce lot-to-lot variations, reduce scrap, improve productivity, and integrate recycled materials into their process without sacrificing product quality.

From breakthrough technology in the industry’s most complete line of sensors, to renowned quality and performance in indicators, controls, and analytical instruments- Dynisco has demonstrated the skill, experience, and know-how that not only delivers the right solution for your unique application, but also provides unparalleled customer support.

Known for product innovation, Dynisco also offers a full range of global service and technical support services. Our highly skilled technical support personnel are stationed internationally, ready to provide:

- Expert consultation
- Custom design solutions
- On-site equipment diagnostics and trouble-shooting
- Repair and maintenance
- Installation service
- Operator training for equipment



Dynisco ViscoIndicator  
Online Rheometer



Dynisco LCR- Capillary Rheometer  
with Labkars software



Dynisco LMI- Melt Flow Indexer  
with scale

# Reduce Costs. Increase Productivity

## On-site Calibration

- Dynisco calibrations are A2LA (ISO 17025) factory certified. Certificate Number: 3910.01
- Discounts available for additional unit calibrations performed during the same visit
- Our technicians will help protect your equipment investment and control repair costs
- Yearly calibrations ensure the equipment is operating at its highest levels of performance
- Calibration maintenance includes testing, measurement, adjustment and suggested part replacement specifically to prevent down-time from occurring

## Warranty

- **PLEASE KEEP YOUR CRATES TO UTILIZE THIS SERVICE AND TO ENSURE UNIT ARRIVES IN THE PROPER CONDITION**
- No charge to customer
- May be on site or depot repair at Dynisco
- Any parts replaced will be returned to Dynisco for evaluation and determination of warranty

## Online

- Work Completed by Dynisco Factory Engineers
- All online travel charges will be the exact travel charges accrued for the trip. We will supply travel expense report upon request
- Hourly charge for Online Service (minimum one day on site + travel time)

## Corrective Maintenance

- Dynisco provides professional and efficient service administered by our trained technicians
- We strive to restore your equipment to its operational condition as efficiently as possible to cut costs that may accrue during equipment down-time
- Dynisco maintenance is performed by our trained technicians to identify, isolate, and resolve issues through on-site visits, depot repair, or phone support

## Installation

- All installations completed by fully-trained Dynisco technicians
- Our technicians are on-site for the installation process to ensure your Dynisco equipment is installed and set up properly
- Basic training provided on your new Dynisco equipment by our service technicians

## Depot Repair & Calibration

- **PLEASE KEEP YOUR CRATES TO UTILIZE THIS SERVICE AND TO ENSURE UNIT ARRIVES IN THE PROPER CONDITION**
- Let our highly trained team of technicians diagnose and repair your Dynisco equipment
- Reduce your on-site service costs without sacrificing Dynisco technical expertise
- Lower equipment maintenance costs without sacrificing quality through our depot-based repair services
- Our Dynisco on-site calibrations are A2LA (ISO 17025) certified



# Service Contract Offerings



Under our service contract agreement offerings, Dynisco authorized service technicians perform the calibrations and maintenance needed to keep your Dynisco polymer test equipment running at peak performance. The Dynisco service contracts also provide important calibration certificates verifying the unit's compliance to the applicable ASTM or ISO standard.

Have confidence in your test results through regular Dynisco Calibrations.

## Basic Installation

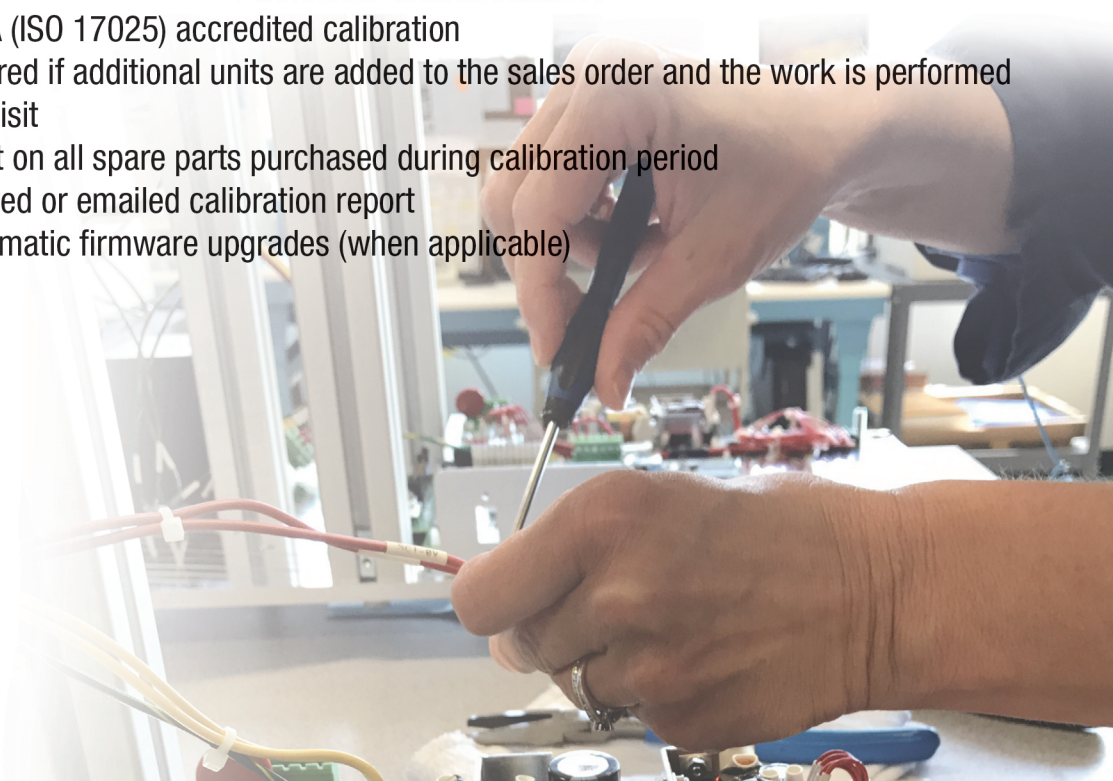
- Installation of the unit in the desired customer location
- Basic on-site functional operation training using a sample of your material
- One year warranty (parts, labor and travel included)

## Installation Plus

- Installation of the unit in the desired customer location
- Basic on-site functional operation training using a sample of your material
- Dynisco A2LA (ISO 17025) accredited calibration, one year post installation (Includes printed or emailed calibration report)
- One year warranty (parts, labor and travel included)
- Add additional equipment to the contract at a discounted rate
- 10% discount on all spare parts purchased during the warranty period

## Annual Calibration

- Dynisco A2LA (ISO 17025) accredited calibration
- Discount offered if additional units are added to the sales order and the work is performed in the same visit
- 10% discount on all spare parts purchased during calibration period
- Includes printed or emailed calibration report
- Includes automatic firmware upgrades (when applicable)





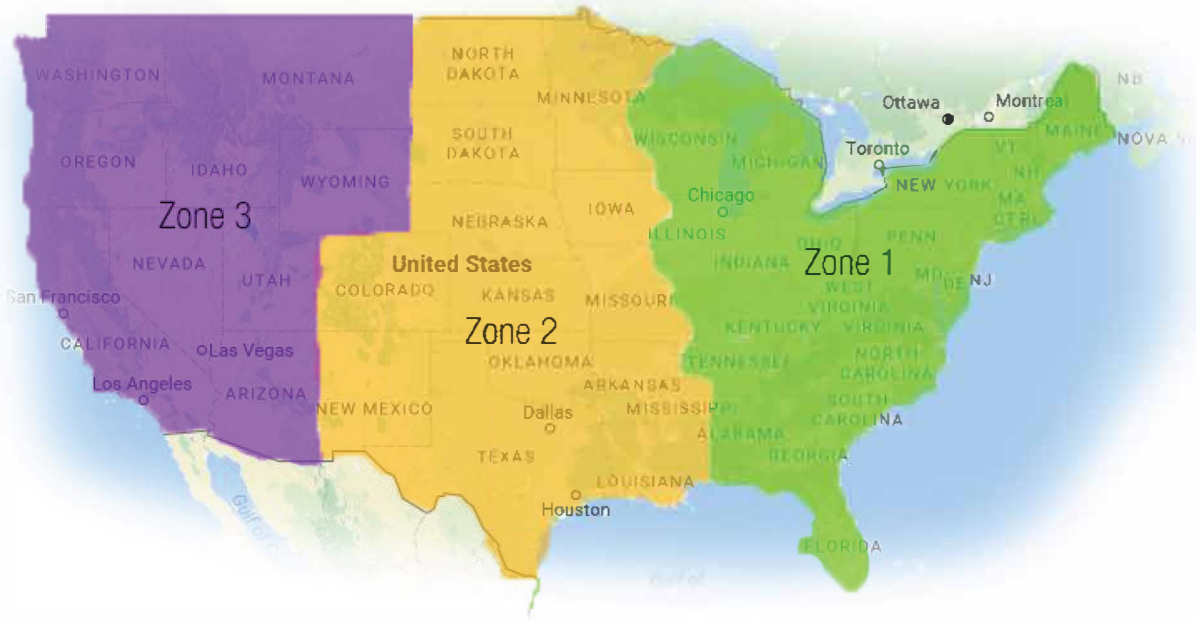
Dynisco has an extensive worldwide network of experts with countless years of combined pressure and application experience whose mission is to partner with you to optimize your system, solve problems and keep your operations efficient and cost-effective.



**Calibration. Maintenance.**  
**Warranty. Installation.**  
**Online. Depot Repair.**

With a Calibration/Installation from Dynisco, your Polytest equipment is maintained by our knowledgeable service technicians using our ISO/ASTM approved procedures to deliver the highest level of quality.

# Simplified USA Service Travel Charges



Ask about our simplified regional pricing plans



Dynisco  
38 Forge Parkway  
Franklin, MA 02038  
USA  
[www.dynisco.com/service](http://www.dynisco.com/service)

Hotline 1-800-Dynisco  
Phone +1 508 541 9400  
Fax +1 508 541 6206  
Email [FieldService@Dynisco.com](mailto:FieldService@Dynisco.com)

## Dynisco Europe, GmbH

Pfaffenstr. 21  
74078 Heilbronn  
Germany

Phone +49 7131 2970  
Fax +49 7131 297 166  
Email [dyniscoeurope@dynisco.com](mailto:dyniscoeurope@dynisco.com)

## Dynisco China

Building 7A,  
No. 568, Longpan Rd  
Malu, Jiading  
201801 China

Phone +86 21 3407 4072  
Fax +86 21 34074025  
Email [dynisco.sh@dynisco.com](mailto:dynisco.sh@dynisco.com)