

Visual Care Plan for video borescopes

Enjoy peace of mind with a comprehensive service plan that delivers more uptime—at a lower cost.



Why Waygate Technologies Visual Care Plan?

A comprehensive service plan for video borescopes intended to help customers decrease equipment downtime, save on repairs, conserve assets, and maintain peace of mind.

Decreased equipment downtime

We care about customers getting their assets back fast because we know downtime can be costly. A rental unit credit or discounted rental unit is included as part of the plan.

Reduced repair costs

As part of the plan, each system will receive a yearly preventive maintenance scheduled by the Waygate Technologies service team. By evaluating the system and fixing minor repairs early on, this will help prevent costly repairs in the future. Additional repair discounts and discounts for accessories are also included.

Conservation of assets

Having a routine preventive maintenance plan in place and records of all repairs helps customers plan for long term costs associated with the upkeep of their equipment.

Peace of mind

Customers will have guaranteed repair coverage should they need it and won't have to deal with unexpected purchasing hassles, maintenance or repair costs.

Here's how you save

A Visual Care Plus Plan, which includes one preventive maintenance, one full system repair, a rental credit, training credits, and discounts on accessories needed for repairs, has an estimated savings of up to 40% when purchased under the Visual Care Plan .



How it works

Details

- Both plan types will cover one system. A system is defined as one probe and its handset.
- One annual preventive maintenance check scheduled at buyer's convenience.

Note: All preventive maintenance will be conducted at a Waygate Technologies repair facility. A member of the service team will proactively remind buyer of the scheduled maintenance check.

Eligible systems

- Standard MVIQ/MVIQ HD
- Standard XL Flex/XL Flex +
- Standard XL Vu (Model D)
- Standard Everest Mentor Flex

*Note: For model types listed above, both **new** and **existing** systems are eligible to be covered under the Visual Care Plan.*



What's included

Preventive maintenance

Full evaluation of system, software updates, tip measurement verification and tip cleaning, Braid & Sheath replacement, minor articulation section steering adjustments, tip optic o-ring (seal replacement), tip optic threaded thimbles replacement, and handset related repairs.

Accidental damage coverage

Visual Care Basic: Any repairs needed outside of preventive maintenance will be quoted separately.

Visual Care Plus: Up to one (1) full system repair is included throughout the duration of the contract.

Additional repair discounts

Visual Care Basic: Outside of the preventative maintenance that is included, up to one (1) repair is eligible to receive a discount* off Seller's standard repair rates.

Visual Care Plus: Outside of the preventative maintenance and accidental damage that is included, up to two (2) repairs are eligible to each receive a discount* off Seller's standard repair rates.

* Discounts off repairs are in accordance to plan type selected and vary by region.

Discounted upgrades and accessories

Discounts* on hardware and software upgrades are included in both Visual Care Basic and Visual Care Plus plan.

Discounts* on accessories are also included in both Visual Care Basic and Visual Care Plus plan.

* Discounts are off select hardware & software upgrades and select accessories. Discounts are in accordance to plan type selected.

Extended repair warranty

For both Visual Care Basic and Visual Care Plus plans, customers will receive a one (1) year warranty on repairs of their equipment.

Training credits

Visual Care Basic: Three (3) training credits to be used at any point during the contract period.

Visual Care Plus: Five (5) training credits to be used at any point during the contract period.

Rental unit credit

A rental unit credit is included in both Visual Care Basic and Visual Care Plus Plans.

Visual Care Plan options

	Visual Care Basic	Visual Care Plus
Preventive Maintenance	1 PM per system	1 PM per system
Software Updates	Included	Included
Accidental Damage Coverage	Quote as needed	Included
Additional Repair Discounts	Included	Included
Prioritized Repair Response	Included	Included
Extended Repair Warranty	Included	Included
Remote Tech Support	Included	Included
Discounted Accessories	Included	Included
Upgrades Discount	Included	Included
Training Credits	3 credits	5 credits
Rental Unit Credit*	Included	Included

*The rental unit credit is subject to regional rental unit availability. In the event a rental unit credit cannot be offered, a discounted rental unit will be offered instead.

Interested in learning more?

Contact us today for a quote or to speak with one of our Waygate Technologies subject matter expert.

<https://www.bakerhughesds.com/waygate-technologies-customer-care-contact>



Waygate Technologies, formerly GE Inspection Technologies, is a global leader in NDT solutions with more than 125 years of experience in ensuring quality, safety and productivity.

