



Service Plans and Purchasing Options

Find the best option for your lab's uptime requirements

Choose from three different purchase methods:

- » **Service Plan**—a fixed duration, flexible purchasing contract with an annual volume commitment requirement.
- » **Pay-As-You-Go (PayGo)**—an open purchase order with a not-to-exceed amount.
- » **Per Call**—services purchased at time of need.

Service Plan

When service needs are assessed and planned for, you experience the peace of mind that comes from optimal equipment performance.

Whether you prefer to schedule service based on equipment age, frequency of use or calendar time, you can maximize test system uptime and longevity with a proactive Service Plan. This option enables you to estimate the amount of services you may need, and then establish a service budget in advance to be used over the course of the contract period.

By contracting a monetary value in advance, select services will be discounted from the published list prices. You'll also have no minimum hour obligations for onsite service. Due to the discounts and flexibility, a Service Plan can accommodate both your planned and unplanned needs in the most cost-effective manner.

Pay-As-You-Go

This option allows you to establish an open purchase order, usually with a not-to-exceed limit. If you believe your service needs would be less than the Service Plan contract minimum, you can benefit by choosing the Pay-As-You-Go (PayGo) option. Under this agreement, services are invoiced against the open purchase order at the published list price at the time the services are performed. The PayGo option offers faster response than Per Call services.

Per Call Services

If you do not have a service purchase plan with MTS, you can use the Per Call services option. Simply contact MTS for your service needs when they arise.

be certain.

Purchase Method Comparisons

	SERVICE PLAN*	PAY-AS-YOU-GO*	PER CALL SERVICES
Comparison – OVERVIEW			
	Predictive and annual	Transactional and annual	Transactional
	Flexible plan to effectively accommodate your planned and unplanned needs. Transactional service history can be reviewed to help estimate future service requirements.	Open purchase order offers reduced administration and faster response than Per Call services	Receive service and support as needed by the people who know your equipment the best
	Provides pricing discounts against published list on many services, and waives minimum order requirements for factory direct orders and onsite service labor	Provides option to place a not-to-exceed (NTE) limit and waives minimum order charge for onsite service labor	
	Requires a minimum contract order value per year as published within the services price list. This minimum contract value is required regardless of current fund balances.		
	Offers the most cost-effective way to manage system lifecycle and reduce unplanned service costs and downtime risk		
Comparison – ORDERING			
Purchase Order Type	Typically one purchase order per year; can create a multi-year contract	Blanket purchase order per year with option to set spending limit	Separate purchase order for each occurrence
Ordering Terms	Services can be planned or ordered as needed and deducted from plan balance. No minimum order amount on factory direct orders.	Services ordered as needed against open purchase order	When you need service
Invoicing	Full contract amount invoiced at the beginning of the contract period**	Parts and services invoiced at published list prices at the time the services are performed	Parts and services invoiced at published list prices at the time the service call is placed
Statement	Monthly statement detailing plan use and balance	Monthly statement	Invoiced per call
Comparison – PRICING & ZONE CHARGE			
Discounts	Select discounts applied toward time & materials	Select discounts applied toward time & materials	Published list price applied toward time & materials
Labor for Repairs and Maintenance	4-hour minimum charge for onsite service labor is waived	4-hour minimum charge for onsite service labor is waived	Published list price
Portal-to-Portal Labor, Per Diem and Airfare Expenses	Zone charge plus airfare (when required)	Zone charge plus airfare (when required)	Zone charge plus airfare (when required)

* Note: Not all MTS purchasing options are available in all geographies. Please contact your MTS Service Sales Representative to confirm availability.

** Other payment terms may be available.



MTS Systems

14000 Technology Drive
Eden Prairie, MN 55344-2290 USA

Telephone: 1-952-937-4000

Toll Free: 1-800-328-2255

E-mail: info@mts.com

www.mts.com

ISO 9001 Certified QMS

MTS is a registered trademark of MTS Systems within the United States. This trademark may be protected in other countries. RTM No. 211177.

©2021 MTS Systems

100-220-382b ServicePlans • Printed in U.S.A. • 09/21