



Introductory Customer Support Agreement (iCSA)

Why the Mirion iCSA?

If you are the owner of new or previously non-covered products (Mirion or other), the introductory Customer Support Agreement (iCSA) is the optimal way to protect your investment and ensure support when you need it. For a predictable, annual fee, we install, inspect, maintain your instrument. We provide priority turnaround time and technical support, plus many other benefits.

ON-SITE PREVENTATIVE MAINTENANCE

With the iCSA, you benefit from an on-site Mirion Service visit. A qualified technician will check the overall state of health of your system and perform regular maintenance tasks. This service is essential for identifying any potential issues early on, ensuring that your instrument continues to operate smoothly. The technician can make necessary adjustments, clean essential components, and replace any worn-out parts. This proactive approach helps to prevent unexpected breakdowns, minimizes downtime, and ensures that your instrument consistently performs at its best, extending its lifespan and maintaining optimal accuracy and reliability.

10% DISCOUNT ON ADDITIONAL SERVICES

- Other Installations
- Equipment Calibrations
- Outage Support
- Application Consultation
- Training
- Site-specific Customizations
- System Auditing
- Verification and Validation

PARTS & REPAIR COVERAGE

The iCSA covers all labor costs and non-consumable parts for the covered Mirion equipment ensuring a worry free, high-quality repair every time.

PRIORITY TECHNICAL SUPPORT & REPAIRS

All iCSA customers are assigned priority access to our technical support team to address their needs in the shortest time possible. iCSA customers are flagged and immediately assigned to an appropriate Technical Service representative to assist with any technical questions or status updates needed during the repair process – for faster response time and resolution.

SOFTWARE/FIRMWARE UPDATE ASSISTANCE

Today's counting systems rely as much on software and firmware as the hardware. Our Field Support or Technical Support Teams can help install these updates correctly and explain all changes.

To learn more, contact your local account manager or call 1-800-255-6370.