



Considerable periods of downtime for a measuring device caused by unexpected defects can inconveniently delay the schedule for the execution of a project and increase the calculated maintenance costs. To keep these effects under control, we developed the XpertCare Support Program. It contains a complete package for annual calibration, maintenance (including an interim device in the event of an unexpected device failure) and the replacement of the wearing parts for your WireXpert beyond the standard warranty.

The XpertCare Support Program

To protect the investment in cable certifiers, they require care and occasional maintenance. If you use your WireXpert constantly and is concerned about periods of downtime, we are now offering you the XpertCare Support Program. XpertCare guarantees much more than the standard warranty, so that your investment is protected in the best possible manner.

SUPPORT PROGRAM FOR WireXpert

Which services are included in the XpertCare Support Program?

Annual calibration and inspection, incl. updating the device firmware

The XpertCare Support Program contains an annual recalibration of WireXpert devices (and fiber-optic modules where necessary) at the local Service Center, so that the required accuracy when measuring is always maintained. The calibration interval is dependent on the validity period of specifications and the operational environment. The typical interval for LAN certification devices is one year. The last calibration date is stored in the device and can be printed on the results report to guarantee to the customer at a glance that the necessary accuracies are maintained. In addition, all accessories and functions of the devices are checked in the Service Center and the device firmware is updated, if this has not already been carried out by the user.

Preferred handling in the case of repair, including replacement device during repair

If a user reports damage under the XpertCare Support Program, a replacement device is sent to him/her as quickly as possible, in order to minimize downtime at the jobsite. Within the EU, this is normally carried out within one working day. The replacement device arrives in a special transport case, which is then immediately used to return the defective device. The return documents are already enclosed with the consignment to ensure fast handling of the process.

The WireXpert models



WireXpert 500



WireXpert 4500

The fiber-optic modules for WireXpert



Multi-mode



Multi-mode/EF



Single-mode

SUPPORT PROGRAM FOR WireXpert

Replacement service for wearing parts

Some parts of the measuring accessories are subject to wear due to plugging in the connectors. These include the channel link adapters, permanent link adapters, and permanent link measurement cables. Batteries and headsets are also subject to certain conditions. If these accessories are found to be defective or worn, the replacement will be sent to you directly. Up to 6 (six) individual parts can be exchanged per year of the XpertCare Support Program. Adapter and measuring cables are only available in pairs, which corresponds to two parts. In some cases, you may be asked to return the defective/worn accessory for inspection before the replacement is sent out.

Extensive Support Program protects against long periods of downtime and unplanned repair costs

The XpertCare Support Program for the WireXpert

1st year	2nd and 3rd year
Standard warranty	Repairs
Annual calibration	
Wearing parts	
Interim device	



The XpertCare Support Program for the WireXpert fiber-optic modules

1st year	2nd and 3rd year
Standard warranty	Repairs
Annual calibration	
Interim device	



SUPPORT PROGRAM FOR WireXpert

How do you access the XpertCare Support Program services?

If your WireXpert requires unexpected repair service, please contact us in one of these ways:

- Scan the QR code on the XpertCare sticker on your measuring device and you will be automatically transferred to the XpertCare Support Program's landing page.
- Fill in the missing information and send the form.
- You fill out the form, which was sent with the XpertCare certificate and send it back by fax.
- You contact us by telephone and discuss how to proceed. Have your XpertCare number to hand for this.

For which devices is the XpertCare Support Program available?

The XpertCare Support Program is available for all models in the WireXpert series and the corresponding fiber-optic modules. The duration of the contract may be concluded for a period of one, two or three years. Renewal within the period of validity is possible.

The preferred time for conclusion of a contract is when the devices are newly ordered. Devices that have already been in the field for an extended period (> 90 days) must be inspected in the local Service Center before validation for the XpertCare Support Program and have a valid calibration. The inspection is free of charge. Devices older than 5 years are excluded.

The XpertCare Support Program is not applicable in the case of intentional damage or misuse.

What does the XpertCare certificate contain?

The XpertCare certificate contains the agreement number, product details for the device, the customer's contact details and the period of validity. The contact details of the contact person whom you can contact should you need to are also provided.

The document contains a removable credit-card-sized contact card and enclosed device QR code sticker to enable the manufacturer to be contacted quickly in the event of damage.

For more information on the XpertCare Support Program,
please contact us at  info.france@softing.com