Supporting a safer world

Supporting Service Agreements (SSA)
A partner for performance

As the world’s leader in Non-Destructive Testing (NDT), Waygate Technologies delivers the highest quality industrial radiography solutions designed to help your operations thrive.

However, our technology is only part of the equation. Support from our qualified industry experts can help you make the most out of every solution – helping you achieve the efficiency you want, with the accuracy and safety you need.

Expert support, every step of the way

Our Supporting Service Agreements (SSA) provide support every step of the way. Essential, Advanced, and Premium support levels are available for these SSA’s. Seamlessly integrating with your most critical operations, so you can minimize unplanned downtime and maximize productivity.
Optimized System Health

By clearly defining regular technical maintenance schedules you can substantially extend the functionality of your assets and reduce production losses. Our team of experts will help you achieve your operational goals with regular support.

Preventive maintenance
Stabilize your systems and extend their life span with regular maintenance and avoid damage before it happens. A thorough inspection of your systems results in an early detection of minor flaws that allows you to prevent cost-intensive secondary damages.

With periodic planned maintenance interventions – a solid component in each SSA – our team of experts ensures your operations are running smoothly. By logging all activities in a maintenance checklist – we identify in detail the health status of your system.

Software updates
With an SSA in place available software updates for Waygate Technologies’ supplied system controls will be proactively scheduled and installed remotely or in conjunction with other planned onsite Preventative Maintenance events or repairs.

Prioritized Response

Our SSA’s come with prioritized response times for Remote Service, spare part deployment and field service intervention to get your system up and running again according to your needs.

Remote service
Prioritized access to our team of Remote Service Experts (RSE). Get in touch with Remote Service via phone or email, our on-call experts can troubleshoot and get your unit up and running again. Promptly diagnosing symptoms and determining a timely solution is now simpler than ever. Today, the majority of the cases can be fixed remotely.

Spare part deployment
In case our Remote Service Experts can’t get your system up and running again remotely, Waygate Technologies commits on prioritized spare part deployment. Depending on the service level of your SSA, spare parts will be shipped as fast as within 24 hours.

Field service intervention
In the event an on-site intervention is required, our Field Service Engineers (FSE) will be ready to assist. With possible access to remote diagnostics, we’re able to prepare a plan of action and spare parts list before arrival, so your inspection issues can be fixed with just one call, in just one visit.

Prioritized response
Whether it’s remotely, on-site, or via spare part deployment, we’ll take all actions necessary to rapidly repair your assets and maximize uptime.
Supporting service agreements

Peace of mind. Assured availability and response.

If our Preventive Maintenance contract doesn’t meet all of your service needs you can choose from our three levels of SSA’s: Essential, Advanced and Premium – each differ in response time. Within each SSA, the optimal number of preventive maintenances is included, dependent on the usage and system type. 15 hours of Remote Support are included on a yearly basis within each SSA, and the reaction time depends on the Remote Service level you choose, to as fast as within 2 working hours. In parallel, field service intervention and/or spare part deployment will be as fast as 24 hours.

In whatever situation you are, we have the right solution for you.

**PM Only**
- Preventive maintenance
- Remote Service reaction time
- FSE deployment
- Spare part shipment

**Essential**
- PM included
- Upon availability
- 12 hours
- 5 days
- Upon availability
- 5 days

**Advanced**
- PM included
- Upon availability
- 4 hours
- 48 hours
- 48 hours

**Premium**
- PM included
- Upon availability
- 2 hours
- 24 hours
- 24 hours

**Premium**
- Get Remote Service (RS) within 2 working hours
- Remote support expert availability 9am – 5pm
- Reaction time to deploy spare parts or FSE 24 hours (1 day)

**Advanced**
- Get Remote Service (RS) within 4 working hours
- Remote support expert availability 9am – 5pm
- Reaction time to deploy spare parts or FSE 48 hour (2 days)

**Essential**
- Get Remote Service (RS) within 12 working hours
- Remote support expert availability 9am – 5pm
- Reaction time to deploy spare parts or FSE 5 days
Everything starts with Remote Service

The Expert is at your side – Because it’s crucial that your machines work efficiently and with the highest uptimes. With remote troubleshooting, it’s simpler than ever to diagnose symptoms and determine a timely solution. In fact, statistically, the majority of the cases are fixed remotely. This helps to avoid costly service visits and reduces downtime. Our on-call Remote Service Experts can be easily reached by phone or email. They respond to every inquiry within 2, 4 or 12 working hours, depending on the service package.

In the event that on-site intervention is required, a Waygate Technologies’ Field Service Engineer will be dispatched to site armed with input from the Remote Service Experts, so they know what the problem is and what parts may be required to expedite repair and minimize downtime.

Have a technical question or issue?

Call or email to contact expert team.
- 14 languages
- 30+ Remote Service Experts
- One local phone number and email

Experts troubleshoot remotely.
- Real technical experts every time
- The majority of cases are fixed remotely

Issues are solved.
- If required, field service engineers are dispatched
Order today, take advantage tomorrow

A safer, stronger future

Waygate Technologies is dedicated to providing industry leading Non-Destructive Testing (NDT) technology and support, empowering you with expertise every step of the way. Because having the tools to succeed is important, having a partner to help get you there makes all the difference.

Email: remoteservice@bakerhughes.com
Or call your local support:

Australia: +61 2 80318144
Brazil: +55 11 3958 0098
China: +86 400 818 1099
France: +33 2 72 249901
Germany: +49 2233 601 333
India: +91 124 4667 667
Ireland: +353 1 6530825
Italy: +39 06 98350677
Japan: +813 6864 1737
Malaysia: +60 3 62074379
Mexico: +52 33 46241875
Netherlands: +31 10 7988798
New Zealand: +64 99123668
Norway: +47 21 033720

Singapore: +65 66221623
South Korea: +82 2 3483 7402
Spain: +34 917918445
Taiwan: +886 2 26568437
U.A.E.: +971 48173404
United Kingdom: +44 845601 5771
U.S.A.: +1 866 243 2638