



MARS Certification

Maintenance, Support & Certification



Ensure Equipment Accuracy and Dependability Through MARS Independent, Third-party Certification

MARS Maintenance, Support and Certification Program (MARS Certified) is the industry's first independent equipment accuracy and dependability certification solution designed specifically for the waterworks industry. In a dynamic, competitive business climate, customer quality of experience is critical to success. Quality of experience depends on high standards of test bench accuracy, reliability, and performance, which require exceptional maintenance and support of your water meter testing resources. The MARS Certification Maintenance and Support Program (MARS Certified) offers three defined program tiers and numerous optional service offerings, enabling you to choose the support options you need. Overall, MARS Certified helps you manage costs while maximizing service quality. With MARS Certified, you can protect both MARS and selected third-party equipment with technical assistance, software upgrades, preventative maintenance, spares management and on-site maintenance. Not only is the equipment upkeep essential, but ensuring all operators are fully trained on meter testing practices and procedures is critical. In addition, the MARS Test Bench System, coupled with key operator training and M3 Report Generation, will provide a meter testing facility with the ability to provide independent accuracy certification reports directly to the Courts or questioning customers.

Summary of MARS Certified Offering and Tiers			
Service Offering Tiers	Tiers		
	Standard	Priority	Premier
24/7 Remote Technical Assistance	Yes	Yes	Yes
Priority Return Service Calls		Yes	Yes
Discounted Rate for Extra Service		Yes	Yes
Emergency Service Calls Support			Yes
Hardware Services			
MARS Annual Hardware Certification	Yes	Yes	Yes
Routine Preventative Maintenance	Yes	Yes	Yes
20% Parts Discount	Yes	Yes	Yes
90 Day Parts warranty	Yes	Yes	Yes
Scale(s) Recalibration (MARS and WeighTronix)		Yes	Yes
Priority Phone and e-mail support		Yes	Yes
Repair and Return		Yes	Yes
Advance Hardware Replacement		Yes	Yes
On-Site Maintenance Next day 4 hour			Yes
Spares Management			
Software Services			
Database Restore			
Software Upgrade – Preparation			
Software Upgrade – Activation			
Knowledge Services			
Instructor On-Site Training		Yes	Yes
Self-study Courses		Yes	Yes
Meter Test Training			
Network Services			
Subject Matter Expert/TAC Specialist			
Test Bench Audit			
		Optional	

Flexible Program Choices

MARS Certified offers pre-packaged maintenance tiers that simplify the selection of maintenance services to support your network operations, equipment and software. It is available in three pre-packaged maintenance tiers, from Standard to Premier. Any maintenance tier may be customized by selecting additional service offerings from our maintenance and support portfolio. All tiers include 24/7 remote technical assistance, MARS Annual Hardware Certification, Routine Preventative Maintenance, 20% Parts Discount and a 90 Day Parts warranty. Whether you need support to complement your existing resources or comprehensive coverage with outsourced operations, there's a MARS Certified solution to protect your water meter testing resources.