

Services

for Krautkrämer Automated Ultrasonic Testing Machines

Table of contents

- 1) Introduction
- 2) Discover our Services
- 3) Remote Service Support
- 4) Calibration & Certification
- 5) Mechanical Maintenance & On-Site Services
- 6) Spare Parts & Rental Services
- 7) Training Services
- 8) Contact Us



**SAFETY
STARTS
WITH
US.**

Introduction

The Market Leader in NDT Services

Waygate Technologies is dedicated to providing industry-leading non-destructive testing (NDT) technology and support, driven by continuous innovation to meet evolving NDT needs. With over 120 years of experience, we provide reliable, high-quality industrial inspection solutions across multiple industries. Our award-winning ultrasound (UT) technology is designed to solve your toughest NDT challenges.

Beyond initial deployment, we are committed to ensuring the long-term value and peak performance of your NDT solutions. Therefore, our Service Support Agreements (SSAs) specifically ensure your Ultrasonic Testing (UT) equipment operates optimally, guaranteeing operational continuity, compliance, and peace of mind.



WHY CHOOSE US?

1. Industry Leadership

A globally recognized authority in NDT, built on a legacy of innovation and excellence, such as Krautkrämer, a pioneer in industrial ultrasonic testing.

2. Worldwide Presence

With a presence in over 100 countries, we provide localized support wherever you are.

3. Innovative Technology:

From AR/MR solutions to predictive tools, we bring next-generation capabilities to your operations.

4. Certified Quality

ISO-compliant services, including DAkkS-accredited calibration and certification, ensure precision and reliability.

5. Customer-Centric Approach:

Every solution is tailored to your unique needs, ensuring maximum value and satisfaction.

Discover our Services

Our SSA Portfolio for You

COMPREHENSIVE SOLUTIONS TAILORED TO YOUR NEEDS

At Waygate Technologies, we understand that every operation is unique. That's why our SSA portfolio offers a range of flexible, scalable services designed to meet your specific requirements.

Our offerings span four key areas:

- 1. Remote Service Support:** Expert assistance anytime, anywhere, including AR/MR-enabled solutions for real-time collaboration.
- 2. Calibration & Certification:** Ensuring compliance and precision through electronics calibration and probe certifications.
- 3. Mechanical Maintenance & On-Site Services:** Proactive care to keep your systems running smoothly.
- 4. Spare Parts & Rental Services:** Predictive spare parts delivery and rental modules to minimize downtime.
- 5. Training Services** – Structured programs to empower your team with essential skills.

Our SSAs deliver measurable value while ensuring the highest standards of quality, accuracy and reliability.



Click [here](#)
to learn more
on our website

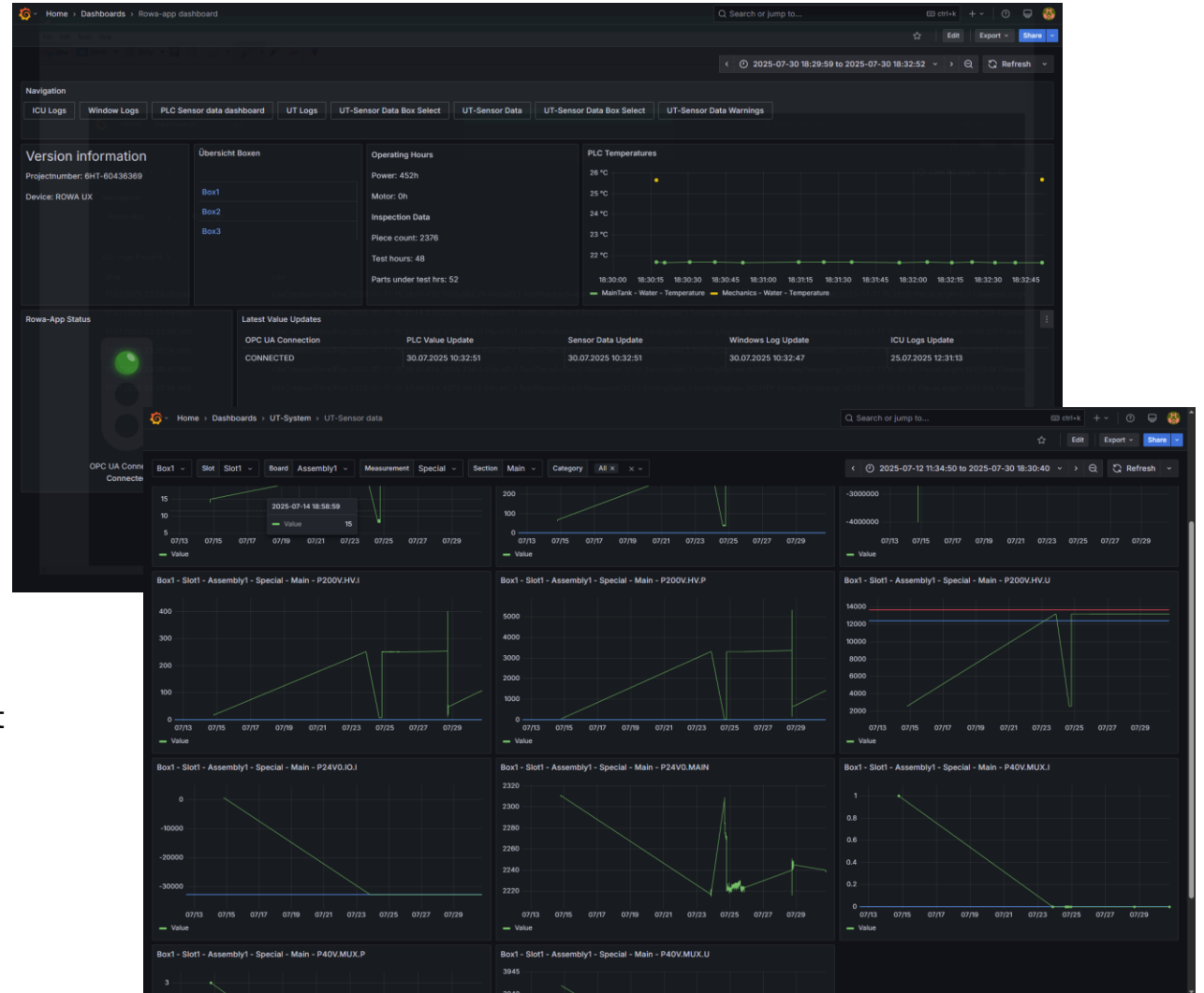
Remote Service Support

Condition Monitoring Service

Condition Monitoring helps you detect issues early, reduce downtime, and keep your inspection systems running at peak performance

PROACTIVE MAINTENANCE FOR LESS DOWNTIME

- **On-Premise Solution:** Operates entirely on your system and does not require an internet connection
- **Comprehensive Monitoring:** Visual dashboards and log files track the UT instrumentation, general sensors, PC hardware, operating system, and UT software
- **Remote Troubleshooting:** Enables our service team to diagnose and resolve issues faster, minimizing costly downtime
- **Predictive Maintenance:** Identify critical parameter development through historical data recording and trend analysis



Expert Assistance, Wherever You Are

Stay connected with our advanced remote support solutions, designed to resolve issues quickly and efficiently:

FEATURE	OPTION 1: DIGITAL SOLUTIONS	OPTION 2: Advanced	OPTION 3: Essential
Support Hours	Unlimited	Unlimited	15 hours annually
Technology	Condition Monitoring Software with direct PLC connection	Standard remote desktop tools	Standard remote desktop tools
Guaranteed Response Time	4 hours	4 hours	12 hours
Supported Products	Initial Phase: ROWA, Rollout planned 2026: ROT, GRP, UFPE, Tank, SNUP	ROWA, ROT, GRP, UFPE, Tank, SNUP	All products
Key Benefits	<ul style="list-style-type: none"> • Faster issue identification and resolution • Enhanced troubleshooting accuracy • Reduced travel costs and response times 	<ul style="list-style-type: none"> • Bureaucracy-free support process • Continuous operational coverage • Cost-efficient solution for high-demand customers 	<ul style="list-style-type: none"> • Affordable entry-level option • Scalable for growing business needs • Predictable support costs • Access to global expertise

Contact

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Click [here](#) to learn more on our website

Calibration & Certification

Precision & Compliance Guaranteed

Ensure your equipment operates at peak performance while meeting industry standards through our comprehensive calibration and certification services.

ELECTRONICS CALIBRATION

- Annual calibration of UT electronics aligned with ISO standards
- DAKKS-accredited services for high-precision applications
- Both in-house (RMA) and on-site calibration options
- Supported equipment: USIPxs PA and CV, USIPxx, UTxx, PA4 (DAKKS-ISO), VIS, VPA Gen3, PM3, USIP40 (ISO)

KEY BENEFITS

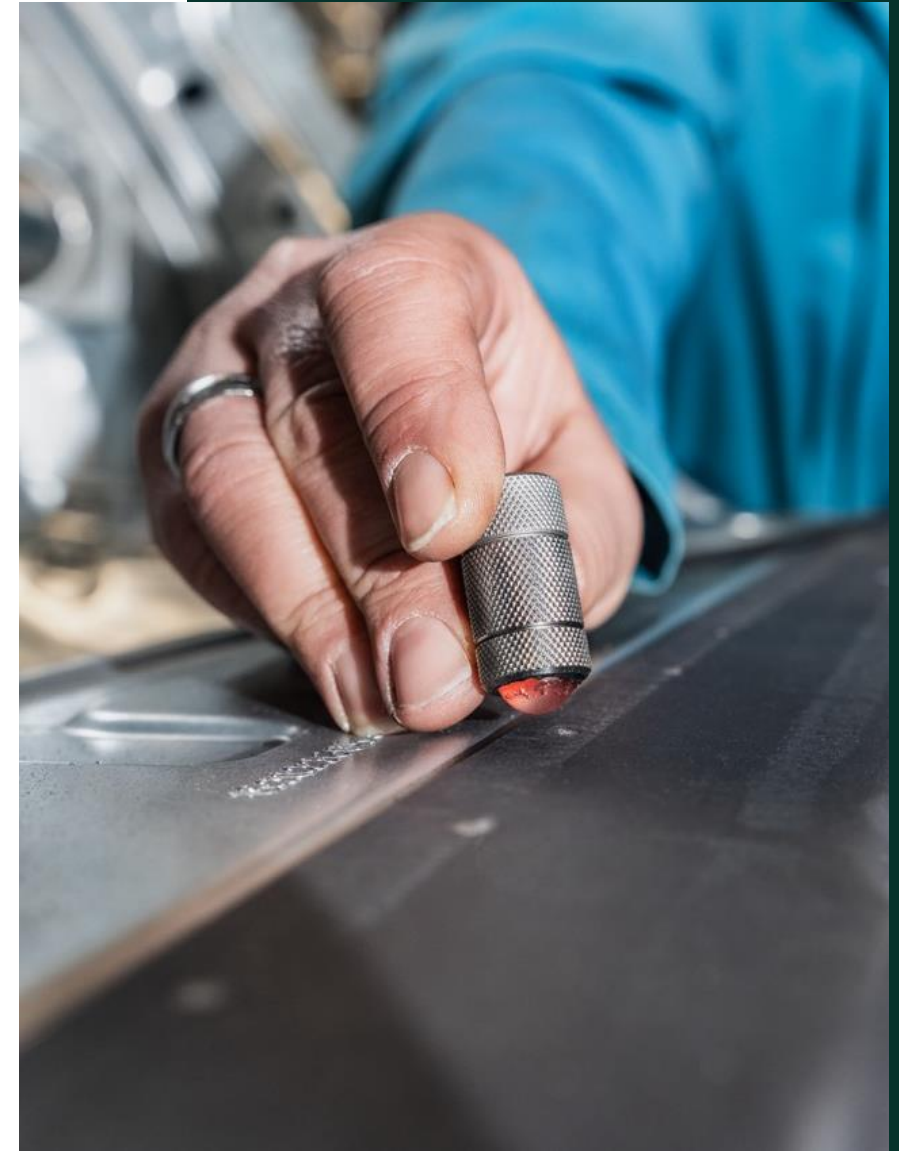
- Guaranteed compliance with ISO and DAKKS standards
- Reliable performance
- Minimized risk of errors due to miscalibrated equipment
- Comprehensive documentation for audits
- Flexible scheduling to minimize production disruptions

PROBE CERTIFICATION

- Annual certification in controlled lab environments
- ISO-compliant testing procedures
- Certifications valid for one year
- Return Material Authorization (RMA) process for efficient handling
- Return shipping handled by Waygate Technologies

KEY BENEFITS

- Consistent testing results
- Compliance with industry standards
- Long-term reliability and accuracy
- Controlled testing environment ensures precision
- Simplified logistics process



Mechanical Maintenance & On-Site Services

Proactive Care for Long-Term Reliability

Keep your systems running smoothly with our comprehensive on-site services, tailored to meet your operational needs:

1) MECHANICAL MAINTENANCE

Three-tiered service levels available:

Service Options	OPTION 1	OPTION 2	OPTION 3
Frequency	Quarterly	Semi-annual <i>or</i> annual	One-time during contract
Description	Comprehensive system checks and preventative site visits to ensure optimal ongoing performance	Thorough mechanical maintenance conducted according to precise manufacturer specifications	Complete system overhaul and refurbishment (typically scheduled within a 3–5 year timeframe)

Supported product lines: ROT, UFPE, ROTA

Click [here](#) to learn more on our website

KEY BENEFITS

- Prolonged equipment lifespan
- Minimized unplanned downtime
- Consistent system performance
- Early identification of potential issues
- Compliance with manufacturer guidelines

2) TAILORED ON-SITE SERVICE SOLUTIONS

- Flexible visits for troubleshooting, training, or production support
- Service duration up to 2-3 days per visit
- Performed by Field Service Engineers or Project Engineers
- Available for all system types within the UT portfolio
- All travel and living expenses included

KEY BENEFITS

- Rapid response to unexpected challenges
- Customized solutions for unique operational needs
- Flexible scheduling based on customer requirements
- Expert on-site assistance when remote support isn't sufficient
- No hidden costs for travel or accommodations

3) ROTA SYSTEM INSPECTION

- Annual on-site inspection of ROTA systems
- 20 test runs with statistical evaluation
- Performance verified against SAT benchmarks
- System inspection certificate provided
- System labeling to indicate inspection validity

KEY BENEFITS

- Verified system performance and compliance
- Actionable insights through data-driven evaluations
- Audit-ready documentation
- Early detection of performance



Spare Parts & Rental Services

Predictive and Reliable Solutions for Operational Continuity

Avoid costly delays and ensure uninterrupted operations with our spare parts and rental offerings:

SPAREPARTS

Feature	Option 1: Annual Fixed Delivery	Option 2: Stocked On-Demand Delivery
Delivery Method	Predefined list delivered on fixed date	Locally stocked parts available on demand
Timing	~2 months before scheduled maintenance	Immediate dispatch for urgent needs + year-end delivery
Budgeting	Fully transparent and predictive	Flexible with planned allocation
Availability	All product lines	All product lines
Best For	Planned maintenance and predictable needs	Operations requiring rapid response to failures
Key Benefits	<ul style="list-style-type: none"> • Simplified planning and inventory • Transparent costs for forecasting • Timely availability of components • Reduced administrative effort 	<ul style="list-style-type: none"> • Reduced lead times for critical parts • Minimized downtime during emergencies • Improved operational flexibility • Local availability for faster response

Click here to learn more on our website: [Spare Parts](#)

Predictive and Reliable Solutions for Operational Continuity

Avoid costly delays and ensure uninterrupted operations with our spare parts and rental offerings:

RENTAL ELECTRONICS UNIT

Feature	
Rental modules	Certified and calibrated rental modules available on demand
Timing	Two-month rental period via the RMA process
Reliability	Pre-tested units to ensure reliability
Supported electronics	USIPxs PA B005, USIPxs CV, PA64, PA4
Evaluation	Initiated through remote service evaluation
Key Benefits	<ul style="list-style-type: none">• Minimized downtime during equipment failure• Continued productivity during repairs• Certified and calibrated units guarantee performance• Simplified process through remote service coordination• No capital investment required for backup equipment

Click here to learn more on our website: [Rentals](#)

Training Services

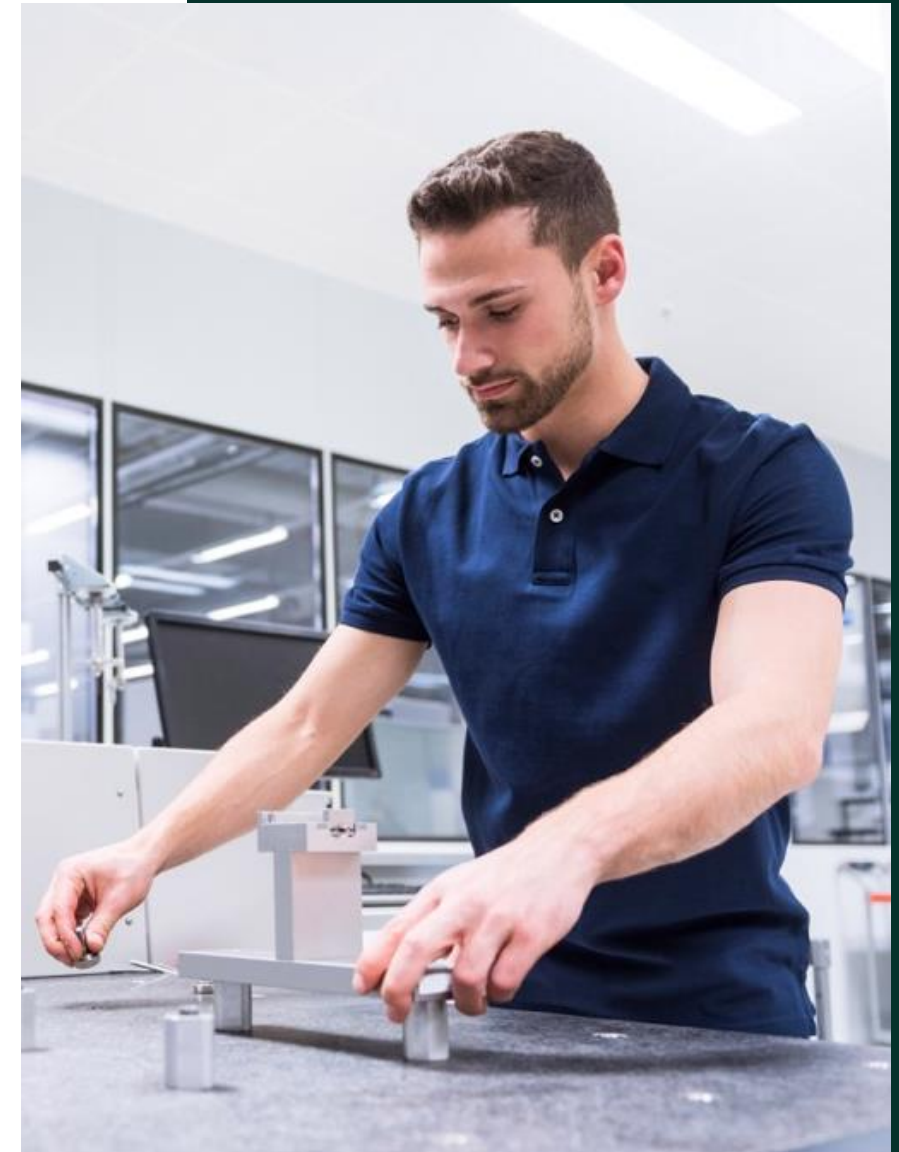
Empowering Your Team for Success

Equip your team with the skills and knowledge they need to maximize the performance of your systems, with training available for all automated ultrasonic products.

Training Level	Focus Areas	Content	Recommended for...
L1 - Basic Operator Training	System Fundamentals	<ul style="list-style-type: none"> Powering on the system Starting production Loading existing parameters 	New operators and users (Field Service)
L2 - Advanced Operator Training	Configuration & Setup	<ul style="list-style-type: none"> Setting up new bars Configuring new parameters Optimizing system settings 	Experienced operators (Project Engineers)
L3 - Expert Operator Training	Technical Mastery	<ul style="list-style-type: none"> In-depth ultrasonic testing applications Advanced troubleshooting Performance optimization 	Technical specialists (Project Engineers)
General Maintenance Training	System Care	<ul style="list-style-type: none"> Routine maintenance procedures Best practices Preventative care 	Maintenance personnel (Field Service / Service Coordinators)

KEY BENEFITS

- Improved operator skills and system efficiency
- Compliance assurance with ISO-certified probes
- Tailored sessions address your specific operational needs



Contact Us

Let's Work Together!

Discover how our Service Support Agreements can help you achieve operational excellence.

Contact us today to learn more or request a customized quote.

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