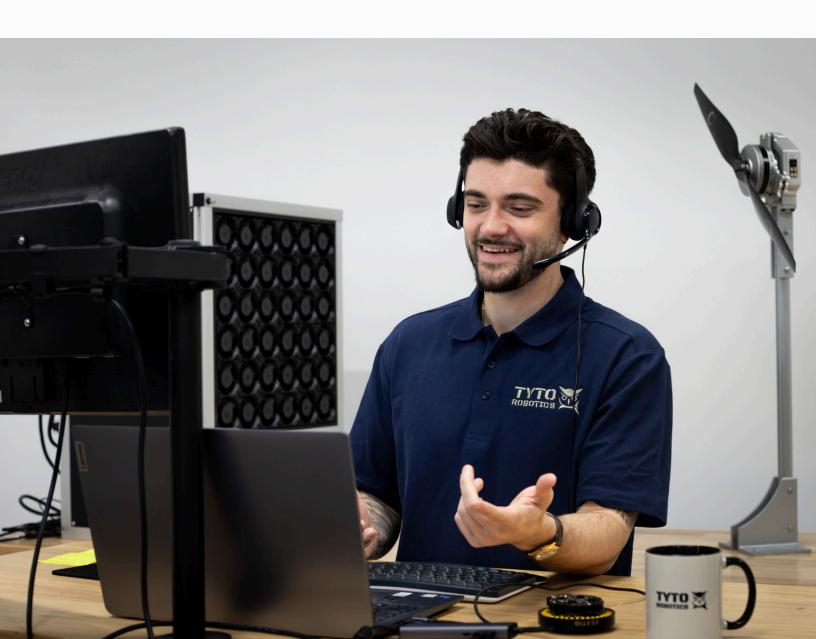# MRO and Support Packages

Overview

Our Maintenance, Repair, Operations (MRO) and Support packages help you minimize downtime and increase your team's productivity. With front of the line access to our technical support services, your research and development project can advance without delay, ensuring key deliverables remain on schedule.

Our packages provide guaranteed priority access to everything from urgent hardware and software servicing, to scheduled recalibrations, operator training, assistance with test design and equipment setup, and more.

Key Benefits

Our offering is tailored to address common client challenges, ensuring you can leverage the full capabilities of your test stand.

Our MRO and Support packages are designed for clients who have:

- Fast timelines and deadlines
- Advanced testing requirements
- Low tolerance for down time
- An integrated test setup (including wind tunnels, 3rd party sensors, and more)
- A need for same-day access to our technical team

Package subscribers can rely on our technical support for:

- CAN ESC setup and configuration
- Custom script development for automated and repeatable tests
- Python API guidance and debugging support
- Specialized operator training
- Hardware and software troubleshooting sessions

To learn more or to get a quote on our MRO and Support packages, Contact our Sales Team.

Service Packages

Service Features	Standard	Premium
Priority response time	One business day	One business day
Reach support via E-mail	Included	Included
Reach support via phone	n/a	Included
Standby hardware (load cell)	n/a	1x additional load cell
Load cell recalibration service	One service per year	Two services per year (Covers primary + standby unit)
Extended warranty	n/a	Included (Active for duration of subscription)
Advanced engineering assistance	4 hours per year	10 hours per year

Which Package is Right For You?

- **Select Standard if:** You have an established testing workflow and need routine annual maintenance and priority email support to minimize downtime.

- **Select Premium if:** You cannot afford downtime. The Premium package provides a standby load cell and extended warranty to ensure that if a hardware issue occurs, you can swap units immediately and continue testing while we service the primary unit.

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