

Single Service

On-demand services

MGI offers a variety of service plans that enable customers to minimize and budget equipment maintenance cost. If you don't choose these service plans, you can purchase MGI single service, resident service engineers will provide relevant service. You need to submit a purchase order in advance to apply for single service.

When applying for on-site maintenance, it is necessary to confirm the quotation after the completion of maintenance, and make payment according to the information on the quotation.

● General single service

● Labor fee

The minimum labor cost for all on-site services is two hours. Travel time to customer site is charged separately.

● Travel fee

All travel fees are calculated based on the location of the nearest engineer. If service visit is required more than one day, and the representative must stay locally, the customer is charged a per diem rate to cover incidental expenses (eg, hotel, catering and ground transportation). Travel and living fees are included in the standard service plan of MGI.

● Spare parts

All spare parts required for after-sales service shall be charged and cannot be returned after purchase. Within 90 days warranty period, the spare parts can be replaced free of charge in case of failure.

● Other single service

For other single service (eg, installation/compliance service/preventative maintenance, ect) will be quoted according to the overall service. These quotations may include labor, parts, revalidation as well as related cost and time of travel.

Instrument service guarantee and contract

For more information, contact your local service engineer or sale representative.

Learn more

For more information about MGI single service, please visit <https://en.mgi-tech.com/>

