

- Increase uptime
- Lower cost of ownership
- Easy preventive maintenance

Service options

Expanded Standard Warranty



Enhances standard warranty coverage with premium return-to-factory support including expedited response time.

Benefit from a total support package with the highest level of response, coverage and cost predictability.

Overview

Thermo Electron Water Analysis products protect people and the environment. Our water analysis products and services offer:

- High uptime for online process, direct measure, chromatography and titration equipment
- Easy, consistent preventive maintenance options
- Ongoing support
- Low cost of ownership
- Comprehensive solutions for all phases of the product life cycle

Yet, when you're measuring and analyzing water quality, you have your own set of intricacies and requirements. Whether analyzing for one ion or several, you need assurance that your equipment is performing at optimal levels. Due to budget cuts or downsizing, fewer or no in-house resources, many organizations require direct access to experts who can provide answers fast.

We know reliable product performance is critical to the successful operation of your organization. To further enhance the value of your water analysis products and services, Thermo Electron offers an Expanded Standard Warranty. This service provides a flexible and cost-effective option to get you the expertise and answers you need - when you need them.

Our commitment to you

Expanded standard warranty service features

Thermo Electron's Expanded Standard Warranty services are a series of prepaid support and response options that extend the value of the standard, one-year product warranty. Expanded Standard Warranties are available in one-, two-, or three-year terms.

These services provide your team priority-level access to the original product manufacturer's expertise and repair facilities. Other features include:

- Five-business-day guaranteed repair time
- Priority-status telephone support

Support

Need help with product configurations, troubleshooting, or features? Experts in our Customer Service Center are here to help.

Technical support, provided by qualified Thermo Electron service specialists, is available by phone from 8:00 a.m. to 8:00 p.m. Eastern Standard Time, Monday through Friday (excluding stated holidays). To help address your specific needs, our support experts possess intensive product knowledge in a wide variety of water analysis applications.

To speed response and resolution of your issues, we use a custom prioritization and escalation system. Web support services are also available for your convenience.

Preventive Maintenance

To head off potential problems and further protect your investment, experienced Thermo Electron service technicians pro-actively test the operation of your products and perform necessary preventive maintenance any time you return water quality equipment to our factory.

Returns and Repairs

Returning in-warranty equipment to us is fast and easy. We will provide you with a Return Material Authorization (RMA) number and the shipping address of the Thermo Electron repair center nearest you. To keep your operation functioning as smoothly as possible, we will either repair or replace your equipment within five business days.

Expanded service warranty features:

Your investment is protected. These features apply to all of Thermo Electron's Expanded Standard Warranty services

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| ✓ Predictable, pre-paid support and response options adding value past 1 year warranty | ✓ Web support |
| ✓ Software updates and patches | ✓ Factory preventive maintenance |
| ✓ Top-priority access to water analysis product support experts | ✓ Parts repair and/or replacement |
| ✓ Priority-status repair and return five-business-day turnaround | ✓ Labor |
| ✓ 8:00 a.m. to 8:00 p.m. phone support (Eastern Standard Time) | |

About Thermo Electron

Thermo Electron Corporation is the world leader in analytical instruments. Our instrument solutions enable our customers to make the world a healthier, cleaner and safer place. Thermo's Life and Laboratory Sciences business provides analytical instruments, scientific equipment, services, and software solutions for life science, drug discovery, clinical, environmental, and industrial laboratories. Thermo's Measurement and Control business is dedicated to providing analytical instruments used in a variety of manufacturing processes and in-the-field applications including those associated with safety and homeland security. Based near Boston, Massachusetts, Thermo has revenues of more than \$2 billion, and employs approximately 10,000 people in 30 countries. For more information, visit www.thermo.com.

Protect your investment

For more information about our Expanded Standard Warranty services, please contact your Thermo Electron representative. Or visit our web site at www.thermo.com.

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