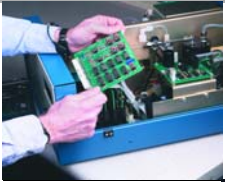


## Technical Support (24 x 7)

When you need someone there any hour of the day or night



### OVERVIEW

Thermo Electron environmental products protect people and the environment. As leaders in air quality, our products and services offer:

- ◆ Ongoing support
- ◆ High analyzer uptime
- ◆ Flexible data reporting and analysis
- ◆ Low cost of ownership
- ◆ Comprehensive solutions for all phases of the product lifecycle

Yet, when you're part of a governmental, EPA, consulting, or research organization, you have your own set of intricacies and requirements. In situations where advanced techniques or expertise would enhance air quality analysis, you need the right answers-and fast.

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

## TECHNICAL SUPPORT FEATURES

Sometimes it's not enough to call on the product experts just during standard business hours. You need the assurance that you will have someone there - even if it is the middle of the night or during the weekend. Thermo 24x7 Technical Support service provides you with round-the-clock coverage for your mission critical instrumentation support needs. A Thermo Technical Support contract provides you with predictable support expenditures and access to the original manufacturer's unparalleled product expertise and repair facilities.

TECHNICAL SUPPORT FEATURES	
Your investment is protected. These features apply to all of Thermo Technical Support services.	
✓	24x7 phone support
✓	Priority access to Thermo's product experts
✓	Web support
✓	Annual contract term

### PROTECT YOUR INVESTMENT

For more information about our full portfolio of services, please contact your Thermo Electron representative.  
Or visit our web site at [www.thermo.com](http://www.thermo.com).



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