

Precision, Performance-Driven  
Customer Technical Service  
for KeyTek EMC Test Systems



Thermo's Customer Technical Center

Analyze • Detect • Measure • Control™

**Thermo**  
ELECTRON CORPORATION

## Thermo's Customer Technical Center

**People of technology working with people of technology.** At Thermo, helping you achieve your technical objectives doesn't stop once your precision test systems are shipped.

As a Thermo customer, you can depend upon us to provide lifelong technical service. Value-added service you'll only find when people of technology work in partnership with people of technology. It's one of the reasons you'll find an engineer at the helm of Thermo's Customer Technical Center. And why our service products give you direct line access to engineering and allied technical professionals who speak your language.

**Performance drives success.** Thermo's commitment to EMC technical customer support is manifest in the name of its service offerings: EMC Performance. More than a notion of "customer service," Thermo's EMC Performance plans mean action.

- Rapidly solve problems
- Maximize resources & test system operations
- Minimize downtime
- Address regulatory mandates
- Meet customer deadlines
- Project expenses & contain unforeseen costs

In short, access to Thermo's Customer Technical Center can enhance the performance of virtually every aspect of your EMC test operations. And, as a Thermo Customer Technical Service Center customer, you're our priority.

**A complete suite of EMC test system services.** Thermo's EMC Performance technical services suite has been developed to offer you flexibility to tailor a plan specific to your needs. And then, to complement your plan with sound technical thinking and problem-solving assistance to address your needs.

You'll also find services such as scheduled maintenance and calibration to help keep your instruments in peak operating condition, while sustaining a substantial return on investment.

**Certified Thermo quality.** All services provided within the scope of Thermo's Customer Technical Center are rendered by Certified Thermo Engineers. These highly qualified professionals are fully versed in the engineering and design of KeyTek EMC test systems and applications. They possess an in-depth knowledge base of EMC regulatory issues, given Thermo's participation on global committees that define test methodologies for regulatory requirements and standards such as the CE Mark, Telcordia, ITU, ANSI/IEEE, and MIL-STD. Certified Thermo quality ensures all EMC Performance services meet your expectations. And, that they're implemented properly, in as rapid a time frame as possible.

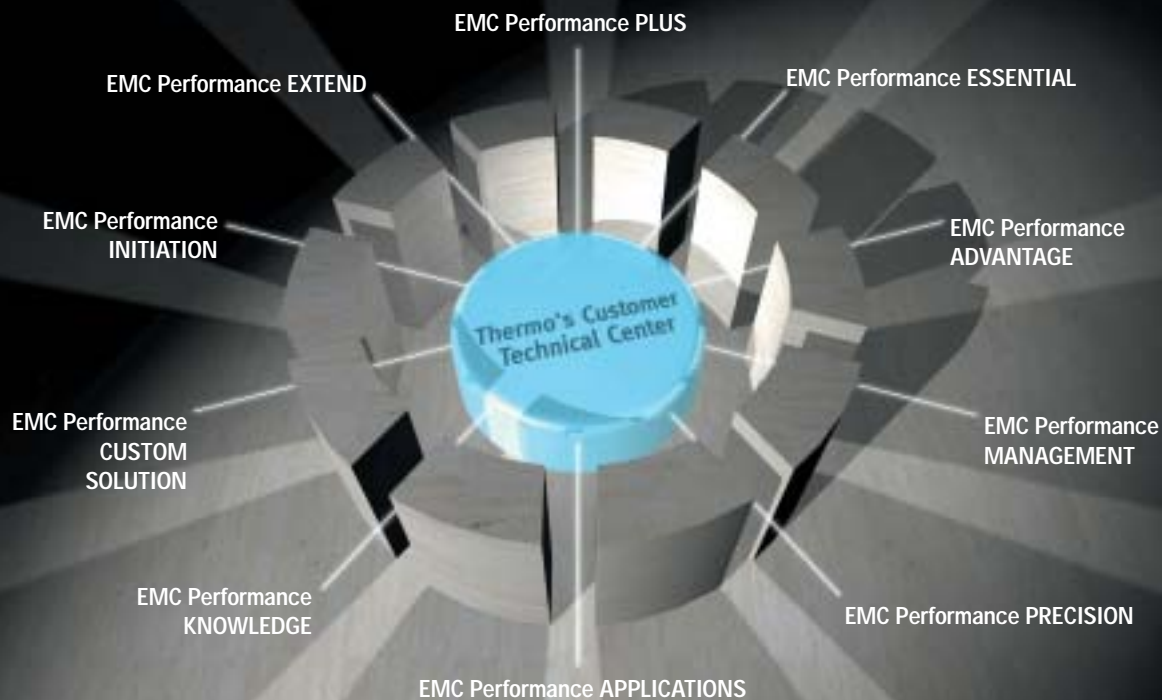
**Advantageous pricing.** Thermo customers are offered significant savings on EMC Performance products offered by Thermo's Customer Technical Center if purchased at the same time as KeyTek EMC test instruments. And along with savings, comes the confidence of knowing when you need service you'll have an immediate and direct line to knowledgeable, highly responsive assistance.

**One vendor, many solutions.** With Thermo's Customer Technical Center, customers can rely upon just one vendor to address all KeyTek EMC test system issues. We understand you have expectations to fulfill, all of which are directly tied to your bottom line. And as your EMC test system partners, we'll help apply the resources and expertise of Thermo's Customer Technical Center to your best advantage. And in doing so, help take you to the next level of success.



# Performance-Driven Customer Technical Support

Performance-Driven  
Customer Technical Support



## Performance Products for KeyTek EMC Test Systems

### **EMC Performance KNOWLEDGE: Training Suite**

On-site or factory-based training for any KeyTek products. Includes hardware overview, manual & computer operation, software training, developing test programs, standards requirements, measurements, and safety.

### **EMC Performance APPLICATIONS**

Advanced user training on test plans, software, and applications.

### **EMC Performance INITIATION**

Provides startup and inspection for Thermo equipment; startup services including pre-delivery planning for equipment implementation, how best to integrate third party components, optimization of system layout & connectivity, and supervision of site modifications and construction prior to delivery. For some Thermo products, startup inspection by a certified Thermo field service representative is required to validate the product warranty.

### **EMC Performance EXTEND**

Provides one additional year of original product warranty services. Protects you against major system repair expenses. A calibration is added to ensure continued optimum system performance. Available only at time of product purchase or within 60 days of ownership.

### **EMC Performance PLUS**

Warranty service product designed to provide more rapid response and greater technical support availability to customers whose operations require it. Must be purchased prior to expiration of original warranty.

### **EMC Performance ESSENTIAL**

Provides continued service coverage after warranty period has expired. Service levels are consistent with original product warranty. An annual calibration is added to ensure continued optimum system performance.

### **EMC Performance ADVANTAGE**

Rapid, priority service and repair response and turn-around to minimize risk associated with process downtime. A calibration is added to ensure continued optimum system performance.

### **EMC Performance MANAGEMENT**

Customers under this premium service product receive first priority status to ensure minimal downtime. Thermo's technical support staff fully addresses all productivity concerns related to customers' KeyTek systems. All parts, labor, software/firmware enhancements, and technician travel expenses are included. Provides total equipment service, and definitive maintenance cost control.

### **EMC Performance CUSTOM SOLUTION**

Customized plans tailored to meet specific customer requirements.

### **EMC Performance PRECISION**

NIST-traceable calibration performed by a certified Thermo Customer Technical Representative.

Please refer to chart on back cover for additional information on Thermo's EMC Performance products.

## Single Source Total EMC Test Solutions

Experience the many benefits of working with recognized experts in the field of EMC (Electromagnetic Compatibility) testing. Our commitment to the discipline is wide ranging; we actively participate on global standards committees, and have helped define test methodologies to achieve regulatory standards such as CE Mark requirements, as well as company- and market-driven product quality objectives.

The goal of our Customer Technical Center is to support you with lifelong service – from applications support, calibration services and preventative maintenance scheduling to full tactical field support.

Thermo can help you reach the next level of success.

### Performance Products for KeyTek EMC Test Systems

Below is an overview of EMC Performance products offered by Thermo's Customer Technical Center.

Service Features	EMC Warranty Period	EMC Performance EXTEND Warranty*	EMC Performance PLUS Warranty**	EMC Performance ESSENTIAL	EMC Performance ADVANTAGE	EMC Performance MANAGEMENT
Phone Support Coverage	9 X 5	9 X 5	9 X 5	9 X 5	9 X 5	9 X 5
Email Support	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Performance Center Turn-Around	10 business days	10 business days	5 business days	10 business days	5 business days	3 business days
Travel Expenses	N/A	N/A	Pro/Pro-Plus/ECAT only Included for 1 calibration & 1 emergency visit	N/A	Pro/Pro-Plus/ECAT only Included for 1 calibration & 1 emergency visit	Included for EMCPro/Pro-Plus/ECAT only
Emergency On-site Visits/Response	N/A	N/A	Pro/Pro-Plus/ECAT only 1 calibration & 1 emergency visit 3 business day response	N/A	Pro/Pro-Plus/ECAT only 1 calibration & 1 emergency visit 3 business day response	Pro/Pro-Plus/ECAT only Unlimited 48 hr target response time
Parts Shipments	5 business days***	5 business days***	2 business days***	5 business days***	3 business days***	2 business days***
Parts Prices	Included	Included	Included	Included	Included	Included
Software/Firmware Fixes	Included	Included	Included	Included	Included	Included
Software/Firmware Enhancements	Uplift	Uplift	Uplift	Uplift	Uplift	Included
Yearly Report Card	N/A	N/A	Included	N/A	Included	Included
Calibration	Prior to shipment	1 included	1 included	1 included	1 included	1 included

\*Available at time of purchase or within 60 days of ownership (please inquire about special pricing).

\*\*Must be purchased prior to expiration of original warranty.

\*\*\*Parts on critical spares list guaranteed; a copy of the list is available upon request.

Specialists who understand the challenges you face. Innovative ideas. Leading technologies. Breadth of EMC test equipment. Thermo – your test solutions partner. Contact us today for details.

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