

Product Support Agreement

Flat Sheet Gauging



	First Year Warranty / Extended Warranty	Preventive Maintenance	Emergency	Comprehensive
Access and Response				
Support Availability	24 x 7	24 x 7	24 x 7	24 x 7
Call Back Response Time	2 hours	2 hours	2 hours	2 hours
Remote Diagnostic Access	Yes ¹	Yes ¹ - discounted	Yes ¹	Yes ¹
On-Site Response Time	Priority	Priority	Yes ²	Yes ²
Recovery and Assistance				
Remote Support	Yes ¹	Yes ¹	Yes ¹	Yes ¹
Field Labor	Yes	Discounted	Yes	Yes
Travel Costs for Recovery Visits	Yes	Discounted	Yes	Yes
Preventive Maintenance / Performance Validation				
Scheduled Visits	Yes	Yes	Yes	Yes
Travel Costs for PM Visits	Yes	Yes	Yes	Yes
Repair Services				
Expedited Turn Around	No	No	No	Yes
Repair By Exchange	In warranty	Discounted	Discounted	As available
Sub-Assembly Repair / Refurbish	In warranty	Discounted	Discounted	Yes
Spare Parts				
Consumables	Discounted	Discounted	Discounted	Yes
Pre-emptive Replacement	Discounted	Discounted	Discounted	Yes
Recovery from Failure	Discounted	Discounted	Discounted	Yes
Spares Package	Discounted	Discounted	Discounted	Yes ⁴
Radiation Services				
Basic Safety Training	No	No	No	Yes
Leak Tests and Surveys	Yes ³	Yes ³	Yes ³	Yes ³
Installation, Removal & Disposal	List Price	List Price	List Price	List Price
Training				
Operator	No	No	No	Yes
Maintenance	No	No	No	Yes

¹Depends on system configuration.

²Depends on site location.

³Only for isotope systems.

⁴Spare parts package will be provided for each site and/or system.

Flat Sheet Gauging

Committed to Your Plant's Productivity and Your Peace of Mind

Reliability is built into all Thermo Scientific products. Occasionally, though, they require attention. Routine maintenance or wear and tear takes your plant's equipment and instrumentation offline. Worse, unexpected failure can bring your plant to a complete standstill.

How do you ensure the accuracy and availability of your instrumentation? Rely on a service agreement option for Thermo Scientific systems for maximum uptime, to control costs, and enjoy peace of mind.

Program Options

First Year Warranty / Extended Warranty

With this agreement, we deliver maintenance on a regular basis for your system right from the start.

With the Extended Warranty Agreement, you get advanced support coverage during your Thermo Scientific equipment's warranty period as an extra measure of support—with fast response time from our technicians and discounts for spare parts packages and consumables. The Extended Warranty Agreement prevents unexpected costs and ensures that the system will be well maintained.

Preventive Maintenance

Our technicians minimize unexpected failures with proactive scheduled maintenance. They also review your staff's maintenance efforts, and we can participate in your plant's quality assurance programs, such as ISO certifications. A full report will be submitted after completion.

Emergency

Avoid budget surprises. This service option includes all labor—even on-site emergency labor—and travel costs in one fee. In case of emergency, our technicians will be at your site within an agreed upon specified time. This prevents long downtime of your system. We become more of a partner, shouldering much of the responsibilities.

Comprehensive

When uptime is absolutely critical, you need fast, effective support. This all-inclusive option provides the quickest response time possible. All labor, travel, repairs, parts, and consumables are included. You bear no additional expenses. All preventive maintenance visits include calibration. Get even greater access to our technicians when support is critical. In effect, you outsource your maintenance and support of Thermo Scientific systems to us.

Our Commitment

Our service agreement offerings are designed to provide the service and support you require—based on your operations, your budget, and your needs.

Access and Response

We provide fast, personal response tailored to your needs. If you simply need answers to operational questions, we're just a phone call away. Should you require on-site support, our local field support engineers are available for emergency response.

Preventive Maintenance / Performance Validation

Preventive Maintenance services are provided to minimize unexpected delays and to ensure that all system hardware is functioning within specified limits.

Repair Services

Expedite deliveries and manage repair costs by including available repair service options.

Remote Support and Diagnostics

It's included in every service agreement. If your Thermo Scientific equipment has a remote diagnostic capability, utilizing it through a service agreement is almost as good as having one of our full-time technicians on site.

Spare Parts Packages & Consumable Parts

Regardless of the service agreement you choose, avoid shipping and other inevitable delays by having spare and consumable parts on hand.

Your Peace of Mind

You know your plant—and what it takes to keep it running. After all, you're involved in its daily operations. We know our equipment—and what it takes to keep it running. After all, we design and manufacture it. With a Thermo Scientific system service agreement, you benefit from increased uptime while controlling costs and receiving great support. That's peace of mind.

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Room 1706-8, Peregrine Plaza
No. 1325 Hui Hai Road
Shanghai, CHINA 200031

+86 21-54657588
+86 21-64451101 fax

16 Avenue du Québec
Courtaboeuf Cédex F-91963 FRANCE

+33 (0) 160 92 48 00
+33 (0) 160 92 49 00 fax

Frauenauracher Strasse 96
Erlangen 91056 GERMANY

+49 (9131) 998-0
+49 (9131) 998-230 fax

A-101, ICC Trade Tower, Senapati Bapat Road
Pune 411 016 Maharashtra, INDIA

+91 (20) 6626 7000
+91 (20) 6626 7001 fax

San Cresente 448
Las Condes, Santiago 755-0315 CHILE

+52 (81) 8400-7375
+52 (81) 1257-6440 fax

Shepherd Road
Gloucester GL2 5HF, UNITED KINGDOM

+44 (0) 1452-337-800
+44 (0) 1452-415-156 fax

Process Instruments

401 Center Street, Suite 104
Mount Airy, MD 21771 USA

+1 (800) 488-4399
+1 (858) 546-1734 fax

www.thermo.com/metals

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