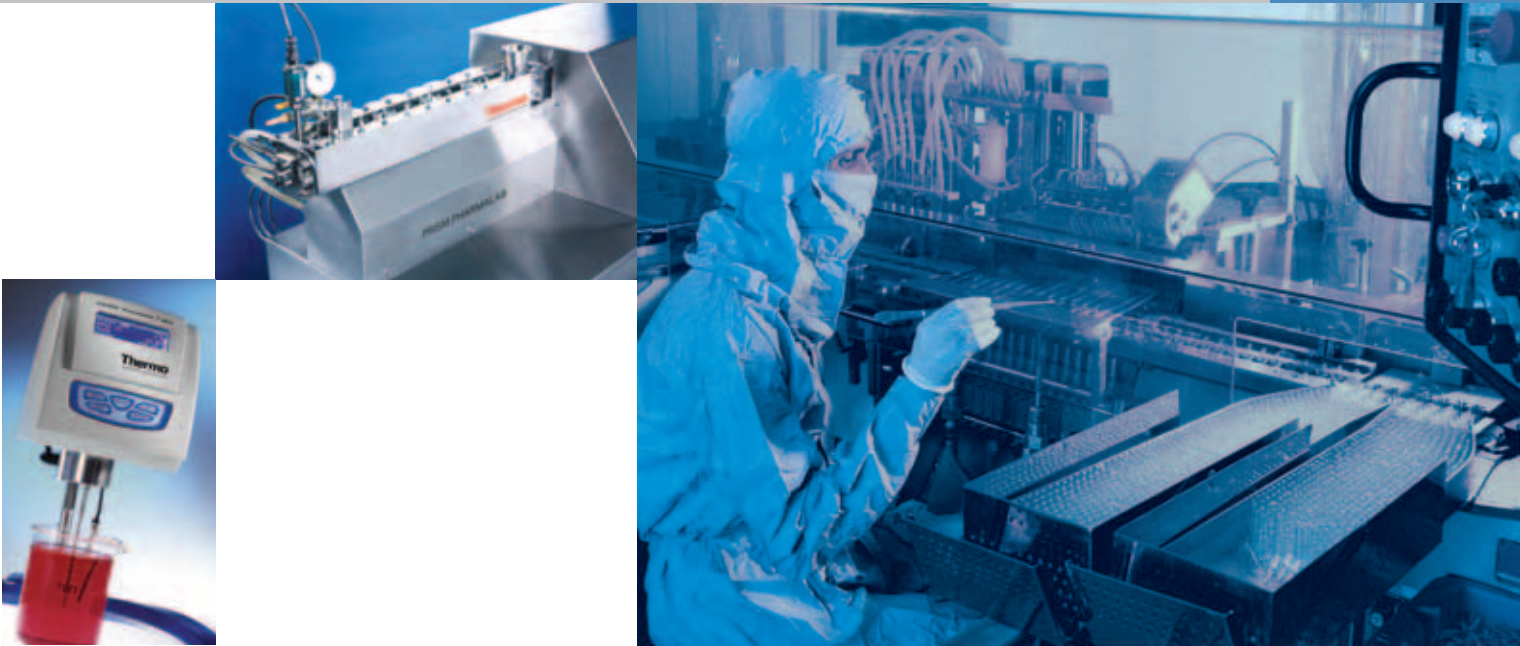


Our Service products are as individual as our customers' expectations. For this reason we offer a wide range of differing service features optimized to the requirements of our customers.

Overview of our Service Product Range

Optimized Services for the needs of our customers



Ask your Thermo sales or service representative about our suite of **Performance** service offerings that can help you protect and enhance your investment.

Performance ON-SITE:

-> On-Site-Service

- On-site service without additional costs
- No travel and delivery costs during the warranty period

Performance EXTEND:

-> Extension of the warranty period

- Replacement parts free of charge
- Same conditions as during the warranty period
- No travel costs*

Performance ESSENTIAL:

-> Basic Service Contract; increased unit security

- guaranteed repair turnaround and response times
- 1 yearly on-site maintenance
- incl. calibration service

Performance ADVANTAGE:

-> Comfort Service Contract; enhanced service support;

in addition to **Performance ESSENTIAL:**

- 12h or 24h* availability
- even quicker repair turnaround and response times
- incl. all replacement parts and labor costs
- incl. on-site service

Performance PLUS Warranty:

-> Comfort Service Contract during the warranty period

- additional security from the day of unit delivery onwards
- Same conditions as **Performance ADVANTAGE**

Performance INITIATION:

-> Unit installation

- Professional installation
- Functional testing
- Documentation (IQ/OQ)*

* optional

Overview Service Products

Service Feature	Warranty Period	Performance EXTEND Warranty	Performance PLUS Warranty	Performance ESSENTIAL	Performance ADVANTAGE
Phone Support Coverage	9h x 5 business days	9h x 5 business days	12h x 5 business days	9h x 5 business days	12h x 5 business days
24h Telephone Support	---	---	(optional)	---	(optional)
E-Mail-Support	unlimited	unlimited	unlimited	unlimited	unlimited
Performance CENTER Repair	approx.10 business days turnaround	10 business days turnaround	5 business days turnaround	10 business days turnaround	5 business days turnaround
On-Site Service Response	approx.10 business days (optional = incl. travel expenses)	10 business days (optional = incl. travel expenses)	5 business days (optional = 2 business days)	10 business days (optional = 5 business days)	5 business days (optional = 2 business days)
On-site repair visits when necessary	on-demand / best effort	on-demand / best effort	included / 5 business days	on-demand / best effort	included / 5 business days
Spare Parts Shipment	2-5 business days	2-5 business days	2 business days guaranteed	2-5 business days	2 business days guaranteed
Expedited Spare Parts Shipment	---	---	included	2 business days guaranteed (optional)	included
Parts and Labor Prices	included	included	included	list price *	included
Software Updates	list price	list price	included	list price *	included
Firmware Updates	list price	list price	included	list price *	included
Calibration Service	list price	list price	annual calibration	annual calibration	annual calibration

*) Special price list for customers under contract

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