

# Product Support Agreement

## Cement Systems

|                                     | Assisted Support | Preventive | Advanced     | Premium          | Warranty Plus    |
|-------------------------------------|------------------|------------|--------------|------------------|------------------|
| <b>Access and Response*</b>         |                  |            |              |                  |                  |
| Support Availability                | 8 x 5            | 8 x 5      | 24 x 7       | 24 x 7           | 24 x 7           |
| Call Back Response Time             | 2 hours          | 2 hours    | 2 hours      | 2 hours          | 2 hours          |
| Remote Diagnostic Access            | 3 hours          | 3 hours    | 3 hours      | 3 hours          | 3 hours          |
| On-Site Response Time               | 72 hours         | 48 hours   | 30 hours     | 24 hours         | 30 hours         |
| <b>Recovery and Assistance</b>      |                  |            |              |                  |                  |
| Remote Support                      | Yes              | Yes        | Yes          | Yes              | Yes              |
| Field Labor                         | Discounted       | Discounted | Yes          | Yes              | Yes              |
| Travel Costs                        | Chargeable       | Chargeable | Yes          | Yes              | Yes              |
| <b>Preventive Maintenance</b>       |                  |            |              |                  |                  |
| Scheduled Visits                    | None included    | Yes        | Yes          | Yes              | Yes              |
| <b>Parts</b>                        |                  |            |              |                  |                  |
| Preemptive Replacement              | Discounted       | Discounted | Yes          | Yes              | Yes              |
| Recovery from Failure               | Discounted       | Discounted | Yes          | Yes              | In warranty      |
| Consumables                         | Discounted       | Discounted | Discounted   | Yes <sup>1</sup> | Discounted       |
| Spares Package                      | Discounted       | Discounted | Discounted   | Discounted       | Discounted       |
| <b>Training*</b>                    |                  |            |              |                  |                  |
| Operator                            | Yes              | Yes        | Yes          | Yes              | Yes <sup>2</sup> |
| Maintenance                         | Yes              | Yes        | Discounted   | Discounted       | Discounted       |
| Advanced Training                   | Yes              | Discounted | Discounted   | Discounted       | Discounted       |
| <b>Radiation Services</b>           |                  |            |              |                  |                  |
| User Training                       | Discounted       | Discounted | Discounted   | Yes              | Yes <sup>2</sup> |
| Leak Tests and Surveys              | Discounted       | Yes        | Yes          | Yes              | Yes              |
| Installation, Removal & Disposal    | Discounted       | Yes        | Yes          | Yes              | Yes              |
| <b>Calibration and Optimization</b> |                  |            |              |                  |                  |
| Scheduled Visits/Remote             | Discounted       | Discounted | Discounted   | Yes              | Yes              |
| <b>Technology Retrofit</b>          |                  |            |              |                  |                  |
| Software Updates                    | Discounted       | Yes        | Yes          | Yes              | Yes              |
| Hardware & Software Upgrades        | Discounted       | Discounted | Discounted   | Yes <sup>1</sup> | N/A              |
| <b>Repair Service*</b>              |                  |            |              |                  |                  |
| Sub-Assembly Repair/Refurbish       | No               | Yes        | Yes          | Yes              | Yes              |
| Repair By Exchange                  | No               | No         | As available | As available     | As available     |
| Expedited Turn Around               | No               | No         | No           | Yes              | No               |
| <b>Scheduled System Reports</b>     |                  |            |              |                  |                  |
| Data Archiving                      | No               | No         | No           | Yes              | No               |

\*Supplemental support may be available.

<sup>1</sup>Three (3) year term required.

<sup>2</sup>Included with Installation & Commissioning.

## Cement Systems

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

Reliability is built into all Thermo Electron 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 from Thermo for maximum uptime, to control costs, and enjoy piece of mind.

### Program Options

#### Assisted Support

Your maintenance team is already well staffed, and requires little additional expertise to support your Thermo Electron products. Our training programs transfer the necessary knowledge to your personnel, and during business hours Thermo's unlimited expert advice is just a phone call away. For specific instrumentation we even provide remote diagnostics to help on-site staff solve problems quickly. You also save on spare parts packages, consumables and repairs with discounts.

#### Preventive

While you still rely primarily on your own staff, Thermo-qualified technicians minimize unexpected failures with proactive scheduled maintenance. Our technicians also review your staff's maintenance efforts, and we can participate in your plant's quality assurance programs, such as ISO certifications. And you receive software updates as available.

#### Advanced

Avoid budget surprises. This service option includes all labor—even unlimited onsite emergency labor—and travel costs in one fee. Minimize costs, too. Replacement parts are included and consumables are discounted. Thermo becomes more of a partner, shouldering much of the maintenance responsibilities such as preemptively replacing parts to prevent problems.

#### Premium

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 accessibility to our technicians for must-have support. In a nutshell, you outsource maintenance and support to Thermo.

#### Warranty Plus

With Warranty Plus, you get advanced support coverage during your Thermo 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.

### Thermo's 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

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

#### Remote Support and Diagnostics

It's included in every service agreement. If your Thermo equipment has a remote diagnostic feature, enabling it through a service agreement is almost as good as having a full-time Thermo technician 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.

#### Supplemental Support

Customize your Thermo support: Accelerate on-site response time. Extend support hours. Expedite depot repair turnaround. Increase staff expertise with additional training options.

#### 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 service agreement, you benefit from increased uptime while controlling costs and receiving great support. That's peace of mind.

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