

Product Support Agreement

Coal Systems

	Assisted Support	Preventive	Advanced	Premium	Warranty Plus
Access and Response*					
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
Recovery and Assistance					
Remote Support	Yes	Yes	Yes	Yes	Yes
Field Labor	Discounted	Discounted	Yes	Yes	Yes
Travel Costs	Chargeable	Chargeable	Yes	Yes	Yes
Preventive Maintenance					
Scheduled Visits	None included	Yes	Yes	Yes	Yes
Parts					
Preemptive Replacement	Discounted	Discounted	Yes	Yes	Yes
Recovery from Failure	Discounted	Discounted	Yes	Yes	In warranty
Consumables	Discounted	Discounted	Discounted	Yes ¹	Discounted
Spares Package	Discounted	Discounted	Discounted	Discounted	Discounted
Training*					
Operator	Yes	Yes	Yes	Yes	Yes ²
Maintenance	Yes	Yes	Discounted	Discounted	Discounted
Advanced Training	Yes	Discounted	Discounted	Discounted	Discounted
Radiation Services					
User Training	Discounted	Discounted	Discounted	Yes	Yes ²
Leak Tests and Surveys	Discounted	Yes	Yes	Yes	Yes
Installation, Removal & Disposal	Discounted	Yes	Yes	Yes	Yes
Calibration and Optimization					
Scheduled Visits/Remote	Discounted	Discounted	Discounted	Yes	Yes
Technology Retrofit					
Software Updates	Discounted	Yes	Yes	Yes	Yes
Hardware & Software Upgrades	Discounted	Discounted	Discounted	Yes ¹	N/A
Repair Service*					
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
Scheduled System Reports					
Data Archiving	No	No	No	Yes	No

*Supplemental support may be available.

¹Three (3) year term required.

²Included with Installation & Commissioning.

Coal 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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