

**Benefit from a total support package with the highest level of response, coverage and cost predictability.**

## Expanded Standard Warranty

Enhances standard warranty coverage with premium return-to-factory support including expedited response time



### Expanded Standard Warranty currently available for the following Product Lines:

- Blue Box "C" Series Gas Analyzers
- MIRAN SapphRe - Portable Infrared Ambient Air Analyzer
- TVA1000B - Toxic Vapor Analyzer

### OVERVIEW

Thermo Electron air quality products protect people and the environment. As leaders in air quality, our products and services offer:

- High analyzer uptime
- Flexible data reporting and analysis
- Low cost of ownership
- Comprehensive support after the sale

Yet, when you're part of a governmental, EPA, consulting, or research organization, you have your own set of intricacies and requirements. In situations where advanced techniques or expertise would enhance air quality analysis, you need the right answers-and fast.

We know reliable product performance is critical to the successful operation of your organization. To further enhance the value of your products and services, Thermo Electron offers an Expanded Standard Warranty. This service provides a flexible and cost-effective option to get you the expertise and answers you need-when you need them.

### EXPANDED STANDARD WARRANTY SERVICE FEATURES

Thermo Electron's Expanded Standard Warranty services are a series of support and response options that extend the value of the standard, one-year product warranty. Prepaid with the initial equipment purchase, Expanded Standard Warranty services not only offer you predictable support expenditures, they provide access to the original manufacturer's unparalleled product expertise and repair facilities.

#### Rapid Response and Top-level Expertise

Available in one-, two-, or three-year terms, Expanded Standard Warranty services provide rapid response and top-level expertise during the first year of warranty via:

- Two-business-day guaranteed repair time
- Expert telephone support

## SUPPORT

Need help with product configurations, troubleshooting, or features? Experts in our Customer Service Center are here to help.

Technical support, provided by qualified Thermo Electron Technical Support Representatives, is available by phone from 8:00 a.m. to 8:00 p.m. Eastern Standard Time, Monday through Friday (excluding stated holidays).

Web support services with access to technical documentation is also available for your convenience.

## RETURNS AND REPAIRS

Returning in-warranty equipment to us is fast and easy. We will provide you with a Return Merchandise Authorization (RMA) number and the shipping address of the Thermo Electron air quality repair center nearest you. To keep your operation functioning as smoothly as possible, we will repair your equipment within two business days.

## PREVENTATIVE MAINTENANCE

To head off potential problems and further protect your investment, experienced Thermo Electron service technicians automatically test the operation of your products and perform necessary preventive maintenance any time you return air quality equipment to our factory.

## CALIBRATION

To keep your MIRAN equipment at optimal performance and within compliance, Thermo Electron includes an annual calibration visit as part of your Expanded Service Warranty. For complete factory-specification certification on your equipment, please note two-day turnaround is not available, so schedule your calibration in advance.

EXPANDED WARRANTY SERVICE FEATURES	
Your investment is protected. These features apply to all of Thermo Electron's Expanded Standard Warranty services (1-, 2-, and 3-year contracts).	
✓	Software updates and patches
✓	Return-to-factory expedited repair with two-business-day turnaround
✓	8-8 phone support (Eastern Standard Time)
✓	Web support
✓	Factory preventive maintenance
✓	Annual calibration*
✓	Parts repair and/or replacement
✓	Labor
*MIRAN product only.	

## ABOUT THERMO ELECTRON

Thermo Electron is an industry leader in high-tech instruments, systems, and software. Long known for precision and reliability, our products allow professionals to analyze, detect, measure, and control in a variety of markets, including life sciences, process control, environmental monitoring, and microelectronics.

Thermo Electron has offered air quality products and services since 1970. We are committed to being the global leader in environmental monitoring applications where our market, knowledge, customer intimacy, application expertise, and instrument technology help our customers succeed in protecting people and the environment. Our track record in air quality products and services is your key to success.

## PROTECT YOUR INVESTMENT

For more information about our Expanded Standard Warranty services, please contact your Thermo Electron representative. Or visit our web site at [www.thermo.com](http://www.thermo.com).

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