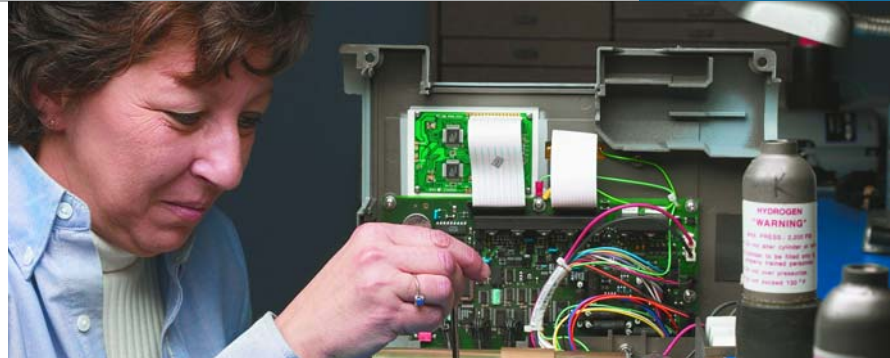


## Expedited Repair

Premium return-to-factory support including expedited response time



### Expedited Repair 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:

- Ongoing support
- High analyzer uptime
- Flexible data reporting and analysis
- Low cost of ownership
- Comprehensive solutions for all phases of the product lifecycle

Maintaining high levels of product performance and consistency becomes a greater challenge as products age and/or warranty term expire. In addition, due to budget constraints, mergers, or downsizing, many organizations are not able to maintain an in-house staff of air quality product experts.

Yet, to maintain optimal product performance levels, you need fast access to experts worldwide, as well as priority status when your air quality equipment needs repair or replacement. Thermo Electron has flexible solutions to help.

### EXPEDITED REPAIR SERVICE FEATURES

Thermo Electron's Expedited Repair services provide peace of mind through post-warranty product response and support-picking up where your original Expanded Standard Warranty left off.

Through predictable, fixed-cost pricing, Expedited Repair service protects the return on investment (ROI) and total cost of ownership of your Thermo Electron air quality products.

In addition, these services give your team priority-level access to the original product manufacturer's expertise and repair facilities. Other features include:

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

## SUPPORT

Technical support for air quality products is provided by qualified Thermo Electron Technical Support Representatives. Support 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.

## PREVENTATIVE MAINTENANCE

To further protect your investment at each phase of the product lifecycle, experienced Thermo Electron service technicians perform preventive maintenance any time you return air quality equipment to one of our repair facilities.

## CALIBRATION

To keep your MIRAN equipment at optimal performance and within compliance, Thermo Electron includes an annual calibration visit as part of your Expedited Repair service contract. For complete factory-specification certification on your equipment, schedule your calibration in advance and note it is not included in the two-day turnaround service.

## RETURNS

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 repair center nearest you. Continuing the service level commitment of our Expanded Standard Warranty, Thermo Electron will repair your air quality equipment within two business days.

EXPEDITED REPAIR FEATURES	
Get answers fast. Expedited Repair gives you priority status for phone support, expertise, repairs, and/or replacement of your Thermo Electron air quality products.	
✓	Predictable, fixed-cost services beyond warranty
✓	Top-priority access to air quality product support experts
✓	Priority-status repair and return—two-business-day turnaround
✓	Software updates and patches
✓	8:00 a.m. to 8:00 p.m. 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 Environmental Monitoring Instrumentation is your key to success in air quality.

## PROTECT YOUR INVESTMENT

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

### Environmental Instruments

27 Forge Parkway  
 Franklin, MA 02038  
 (866) 282-0430 toll free  
 (508) 520-0430  
 (508) 520-1460 fx  
[www.thermo.com](http://www.thermo.com)

LIT EXPRPMC804

Analyze • Detect • Measure • Control™

**Thermo**  
 ELECTRON CORPORATION