

# Field Service Contract

Alexus, InScan, PureAqua



	Preventive	Advanced	Premium
<b>Training</b>			
Brief update, 1 per PM visit	Yes	Yes	Yes
<b>Preventive Maintenance</b>			
	Yes	Yes	Yes
<b>Calibration Services</b> (product specific, PM visit)			
	Yes	Yes	Yes
<b>Unscheduled Call-Outs</b>			
Response Time	3 days maximum	2 days maximum	1 day maximum
Labour Costs	10% discount	Included	Included
Travel Costs	10% discount	Included	Included
Spares Costs	5% discount	10% discount	Included
<b>Technical Support</b>			
Response Time (telephone)	2 hours maximum	2 hours maximum	1 hour
<b>Software Updates</b> (bug fixes)			
	Yes	Yes	Yes
<b>Management Review</b>			
Service History Report	No	Yes	Yes
<b>Supplemental Items</b>			
24x7 Technical Support	Yes	Yes	Yes
Enhanced Site Response Time	Yes	Yes	Yes

*Note: Out-of-hours service and difficult or challenging environments may be subject to a price uplift.*

## Support Plan Feature Definitions

### Preventive Maintenance

Three scheduled service visits per year, which includes labour, travel and any consumable items used during the maintenance visit.

### Technical Support

We will ensure telephone response by a technical specialist within a maximum of two hours of your call to us. With the Premium contract, response time is within one hour. Technical support is available during factory working hours.

### Response Time

A Thermo Electron technician will be on site within a defined time after the decision for a site visit is made and any commercial requirements agreed to.

### Spare Parts

To ensure maximum uptime, a minimum set of spare parts may be purchased at a discount.

### Unscheduled Call-Outs

Depending on the type of contract, all costs for a repair visit may be covered, or you will receive a discounted labour and travel rate.

### Training

Realise the maximum benefit from your system by using our experts to train your staff, or to assist in activities related to the installation or setup of your system. A technician will conduct a brief update for operators and maintenance staff during the preventive maintenance visits.

### Management Review/ Service History Report

Thermo specialists evaluate call activity, assess common problems and recommend proactive maintenance solutions to improve the availability of your instrumentation. A detailed summary will be provided of reported problems, site visits, response time and resolution.

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### Program Options

**Protect your process by choosing the plan to suit you.**

#### Preventive Plan

Why wait for a failure to put your business in a crisis situation? Keep your system up and running with a Preventive Maintenance agreement. It provides peace of mind through proactive, scheduled preventive maintenance visits performed by our factory-trained technicians and technical support during standard business hours. In addition, you receive discounts on spare parts and training.

#### Advanced Plan

The Advanced service contract provides an additional level of support beyond the preventive agreement. In addition to scheduled preventive maintenance visits, you have access to larger discounts on labour costs and faster onsite response time.

#### Premium Plan

Do you need to maintain maximum uptime? The Premium contract provides the quickest response time along with scheduled preventive maintenance visits, free spare parts, unlimited service visits and periodic reports on the status of your system. The Premium contract provides the ultimate in support and its all-inclusive structure allows for simple administration and budgeting.

### Warranty Up-Lift

If your situation or process demands a little more support than our standard warranty, we can implement a warranty upgrade at minimal cost.

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**All of our technicians are factory trained and certified,  
as you would expect from an ISO Certified company.**

**Contact us today for a quotation.**