

# Field Service Contract

## Ramsey Products



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

Two 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. 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. Depending on the contract, a technician will conduct one, full-day onsite training per year, or 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.**

#### Assisted Support Plan

If your maintenance crew is quite capable and the instrumentation does not require specific, high-level expertise, then Assisted Support is for you. We will provide technician training for solid knowledge transfer, technical phone support during work hours and automatic software upgrades for non-feature addition versions. Assisted Support is for the maintenance department that has things well under control.

#### 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.

### 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.**