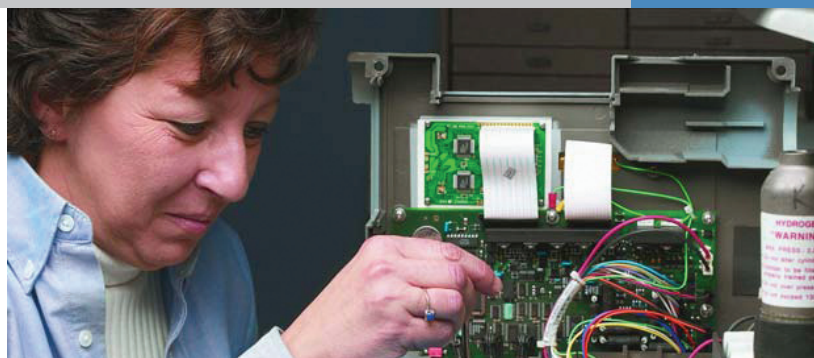
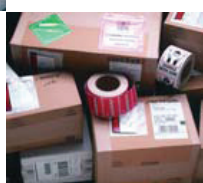


- Increase uptime
- Lower cost of ownership
- Easy preventive maintenance

Service options

Expedited Repair



One Year - Premium post-warranty return-to-factory support including expedited response time

Overview

Thermo Electron Water Analysis products protect people and the environment. As leaders in water analysis, our products and services offer:

- High uptime for online process, direct measure, chromatography and titration equipment
- Easy, consistent preventive maintenance options
- Ongoing support
- Low cost of ownership
- Comprehensive solutions for all phases of the product life cycle

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

Yet, to maintain optimal product performance levels, you need immediate access to experts worldwide, as well as priority status when your water analysis equipment needs repair or replacement. Basic metering requires solid preventive maintenance plans that provide quick repair or replacement of defective equipment.

Thermo Electron has flexible solutions to help.

Our commitment to you

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 protects the return on investment (ROI) and total cost of ownership of your Thermo Electron water analysis products.

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

- Five-business-day guaranteed repair time
- Priority-status telephone support

Support

Technical support for water analysis products is provided by qualified Thermo Electron service specialists. Support is available by phone from 8:00 a.m. to 8:00 p.m. Eastern Standard Time, Monday through Friday (excluding stated holidays). To help address your specific needs, our support experts possess intensive product knowledge in a wide variety of water analysis applications.

To speed response and resolution of your issues, we use a custom prioritization and escalation system. Web support services are also available for your convenience.

Preventive Maintenance

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

Returns and Repairs

Returning in-warranty equipment to us is fast and easy. We will provide you with a Return Material 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 either repair or replace your water analysis equipment within five 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 water analysis products.

✓ Predictable, fixed-cost services beyond warranty	✓ Web support
✓ Software updates and patches	✓ Factory preventive maintenance
✓ Top-priority access to water analysis product support experts	✓ Parts repair and/or replacement
✓ Priority-status repair and return five-business-day turnaround	✓ Labor
✓ 8:00 a.m. to 8:00 p.m. phone support (Eastern Standard Time)	

About Thermo Electron

Thermo Electron Corporation is the world leader in analytical instruments. Our instrument solutions enable our customers to make the world a healthier, cleaner and safer place. Thermo's Life and Laboratory Sciences business provides analytical instruments, scientific equipment, services, and software solutions for life science, drug discovery, clinical, environmental, and industrial laboratories. Thermo's Measurement and Control business is dedicated to providing analytical instruments used in a variety of manufacturing processes and in-the-field applications including those associated with safety and homeland security. Based near Boston, Massachusetts, Thermo has revenues of more than \$2 billion, and employs approximately 10,000 people in 30 countries. For more information, visit www.thermo.com.

Continue your protection

For more information about our Expanded Standard Warranty services, please contact your Thermo Electron representative. Or visit our web site at www.thermo.com.

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