

**Guaranteed response
technical support. On-site
emergency service.
Lower Mean Time To
Repair. Expedited parts
shipment.**

Performance PLUS Warranty

Protect your biggest investment — your operations



Ask your Thermo sales or service representative about our suite of *Performance* service offerings that can help you protect and enhance your investment.

Enhanced service resource availability & responsiveness

With a *Performance* PLUS Warranty from Thermo Electron Corporation, your needs for faster turnaround on system repairs and round-the-clock technical support remain fulfilled after your system warranty expires. Unscheduled downtime is minimized via emergency deployment of certified Thermo field service personnel.

Features

- Unlimited technical phone support services by factory-trained technicians (12x5 EST, M-F, 24x7 option available)
- e-Mail support
- On-line FAQs Annual calibration
- One emergency site visit, 5 business day response

- No additional charge for replacement parts
- Genuine Thermo replacement parts

Benefits

As compared to standard product warranty, you receive:

- 25% greater availability of technical phone support
- 40% faster parts shipments
- 50% faster response to on-site service requests
- 63% faster *Performance* CENTER repair turnaround
- Fully protect your biggest investment — your operations

Optional enhancements to Performance PLUS Warranty

On-site service

Provides repair services at your facility within 5 business days of your request for service.

24x7 phone support

Provides telephone support 24 hours a day, 7 days a week, 365 days a year.

Service Feature	Performance PLUS Warranty	Performance EXTEND Warranty	Warranty Period
Phone Support Coverage	12x5	9x5	9x5
24x7 Phone Support Coverage	(optional)	n/a	n/a
e-mail Support	unlimited	unlimited	unlimited
Performance CENTER Repair	5 business days turnaround	15 business days turnaround	15 business days turnaround
On-Site Service Response	5 business days (optional)	10 business days (optional)	10 business days (optional)
Emergency On-Site Visits/Response	1 visit included/5 business days	on-demand/best effort	on-demand/best effort
Parts Shipment	2 business days guaranteed	2 - 5 business days	2 - 5 business days
Expedited Parts	n/a	n/a	n/a
Parts Prices	included	included	included
Software Updates	included	list price	list price
Firmware Updates	included	list price	list price
Calibration Service	annual calibration	(optional)	(optional)

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