

# Product Support Agreement

## Metals and Non-Metals Products



	First Year Warranty / Extended Warranty	Preventive Maintenance	Emergency	Comprehensive	Availability Assurance
<b>Access &amp; Response</b>					
Support Availability	8 x 5	8 x 5	24 x 7	24 x 7	24 x 7
Call Back Response Time	No	No	2 hours	2 hours	2 hours
Remote Diagnostic Access	Yes <sup>1</sup>	Yes <sup>1</sup> - discounted	Yes <sup>1</sup>	Yes <sup>1</sup>	Yes <sup>1</sup>
On-Site Response Time	Priority	Priority	Yes <sup>2</sup>	Yes <sup>2</sup>	Yes <sup>2</sup>
<b>Recovery and Assistance</b>					
Remote Support	Yes <sup>1</sup>	Yes <sup>1</sup>	Yes <sup>1</sup>	Yes <sup>1</sup>	Yes <sup>1</sup>
Field Labor	Yes	Discounted	Yes	Yes	Yes
Travel Costs for Recovery Visits	Yes	Discounted	Yes	Yes	Yes
<b>Preventive Maintenance</b>					
Scheduled Visits	None included	Yes	Yes	Yes	Yes
Travel Costs for PM Visits	Chargeable	Yes	Yes	Yes	Yes
<b>Calibration &amp; Optimization</b>					
Scheduled Visits / Remote	Discounted	Discounted	Discounted	Discounted	Yes
<b>Repair Service</b>					
Expedited Turn Around	No	No	Yes	Yes	Yes
Repair By Exchange	In warranty	Discounted	As available	As available	As available
Sub-Assembly Repair / Refurbish	In warranty	Discounted	Yes	Yes	Yes
<b>Spare Parts</b>					
Consumables	Discounted	Discounted	Discounted	Yes	Yes
Pre-emptive Replacement	Discounted	Discounted	Yes	Yes	Yes
Recovery from Failure	Discounted	Discounted	Yes	Yes	Yes
Spares Package	Discounted	Discounted	Discounted	Yes	Yes
<b>Radiation Services</b>					
Basic Safety Training	Yes	Yes	Yes	Yes	Yes
Leak Tests and Surveys	Yes <sup>3</sup>	Yes <sup>3</sup>	Yes <sup>3</sup>	Yes <sup>3</sup>	Yes <sup>3</sup>
Installation, Removal & Disposal	List Price	List Price	List Price	List Price	List Price
<b>Training</b>					
Operator	Yes	Yes	Yes	Yes	Yes
Maintenance	Yes	Yes	Yes	Yes	Yes
Expert	Discounted	Discounted	Discounted	Discounted	Yes
<b>Technology Retrofit</b>					
Software Updates	No	No	No	Yes	Yes
Hardware & Software Upgrades	List Price	List Price	List Price	Discounted	Discounted
<b>System Availability</b>					
<b>Scheduled System Reports</b>					
<b>Data Archiving</b>					
<b>Further Service Products</b>					
System Recommissioning	Discounted	Discounted	Discounted	Discounted	Discounted
Process Improvement	Discounted	Discounted	Discounted	Yes	Yes

<sup>1</sup>Depends on system configuration.

<sup>2</sup>Depends on site location.

<sup>3</sup>Only for isotope systems.

## Metals and Non-Metals Products

### Committed to Your Plant's Productivity and Your Peace of Mind

Reliability is built into all Thermo products. Occasionally, though, they require attention. Routine maintenance or wear and tear takes your plant's equipment and instrumentation offline. Worse, unexpected failure can bring your plant to a complete standstill.

How do you ensure the accuracy and availability of your instrumentation? Rely on a service agreement option from Thermo for maximum uptime, to control costs, and enjoy peace of mind.

### Program Options

#### First Year Warranty / Extended Warranty

The First Year Warranty Agreement is included with your purchased system. With this agreement, Thermo delivers maintenance on a regular basis for your system right from the start. During their visits, Thermo qualified technicians provide training to your personnel to enhance their system knowledge.

With the Extended Warranty Agreement, you get advanced support coverage during your Thermo equipment's warranty period as an extra measure of support—with fast response time from our technicians and discounts for spare parts packages and consumables. The Extended Warranty Agreement prevents unexpected costs and ensures that the system will be well maintained.

#### Preventive Maintenance

Thermo technicians minimize unexpected failures with proactive scheduled maintenance. Our technicians also review your staff's maintenance efforts, and we can participate in your plant's quality assurance programs, such as ISO certifications. A full report will be submitted after completion.

#### Emergency

Avoid budget surprises. This service option includes all labor—even on-site emergency labor—and travel costs in one fee. Minimize costs, too. Spare parts, except consumables, are fully covered. In case of emergency, Thermo technicians will be at your site within a guaranteed specified time. This prevents long downtime of your system. Thermo becomes more of a partner, shouldering much of the responsibilities.

#### Comprehensive

When uptime is absolutely critical, you need fast, effective support. This all-inclusive option provides the quickest response time possible. All labor, travel, repairs, parts, and consumables are included. You bear no additional expenses. All preventive maintenance visits include calibration. Get even greater access to our technicians when support is critical. In effect, you outsource your maintenance and support to Thermo.

#### Availability Assurance

With Availability Assurance, Thermo provides the highest level of support including the guaranteed availability of your system.

### Thermo's Commitment

Our service agreement offerings are designed to provide the service and support you require—based on your operations, your budget, and your needs.

#### Access and Response

Thermo Electron provides fast, personal response tailored to your needs. If you simply need answers to operational questions, we're just a phone call away. Should you require on-site support, our local field support engineers are available for emergency response.

#### Preventive Maintenance

Preventive Maintenance services are provided to minimize unexpected delays and to ensure that all system hardware is functioning within specified limits.

#### Repair Services

Expedite deliveries and manage repair costs by including available repair service options.

#### Remote Support and Diagnostics

It's included in every service agreement. If your Thermo equipment has a remote diagnostic capability, utilizing it through a service agreement is almost as good as having a full-time Thermo technician on site.

#### Spare Parts Packages & Consumable Parts

Regardless of the service agreement you choose, avoid shipping and other inevitable delays by having spare and consumable parts on hand.

#### Your Peace of Mind

You know your plant—and what it takes to keep it running. After all, you're involved in its daily operations. We know our equipment—and what it takes to keep it running. After all, we design and manufacture it. With a Thermo service agreement, you benefit from increased uptime while controlling costs and receiving great support. That's peace of mind.

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Process Instruments

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