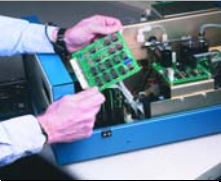


Extended Warranty

Lengthen the feature-rich one-year product warranty for an additional two or three years



Extended Warranty is currently available for the following Product Lines:

- ◆ iSeries and cSeries Gas Analyzers
- ◆ MIRAN SapphiRe - Portable Infrared Ambient Air Analyzer
- ◆ TVA1000B - Toxic Vapor Analyzer
- ◆ SHARP Monitor (Model 5030)
- ◆ Personal DataRAM Series (Model pDR 1000 & 1200)
- ◆ DataRAM 4 (Model DR4)
- ◆ ADR-1200
- ◆ HPM-1000

OVERVIEW

Thermo Electron environmental products protect people and the environment. As leaders in air quality, our products and services offer:

- ◆ Ongoing support
- ◆ High analyzer uptime
- ◆ Flexible data reporting and analysis
- ◆ Low cost of ownership
- ◆ Comprehensive solutions for all phases of the product lifecycle

Yet, when you're part of a governmental, EPA, consulting, or research organization, you have your own set of intricacies and requirements. In situations where advanced techniques or expertise would enhance air quality analysis, you need the right answers-and fast.

We know reliable product performance is critical to the successful operation of your organization. To further enhance the value of your products and services, Thermo Electron offers an Extended Warranty. This service provides a flexible and cost-effective option to get you the expertise and answers you need-when you need them.

SERVICE FEATURES

Thermo Electron's Extended Warranty allows you to lengthen the feature-rich one-year product warranty for an additional two or three years. Prepaid within thirty days of the initial equipment purchase, Extended Warranty services not only offer you predictable support expenditures, they provide access to the original manufacturer's unparalleled product expertise and repair facilities.

PREDICTABLE SERVICE EXPENDITURES

Available for an additional two or three years, purchasing Extended Warranty when you purchase your instrumentation gives you price assurance for the term selected.

SUPPORT

Need help with product configurations, troubleshooting, or features? Experts in our Customer Service Center are here to help.

Technical support, provided by qualified Thermo Electron service engineers, is available by phone from 8:00 a.m. to 5:00 p.m. Eastern Standard Time, Monday through Friday (excluding stated holidays).

To speed response and resolution of your issues, we use a custom prioritization and escalation system.

RETURNS AND REPAIRS

Returning in-warranty equipment to us is fast and easy. We will provide you with a Return Merchandise Authorization (RMA) number and the shipping address of the Thermo Electron repair center nearest you. To keep your operation functioning as smoothly as possible, we will either repair or replace your equipment at Thermo's discretion.

EXTENDED WARRANTY SERVICE FEATURES

Your investment is protected. These features apply to all of Thermo Electron's Extended Warranty services (2 and 3-year contracts).

✓	Return-to-factory repair
✓	Parts repair and/or replacement
✓	Labor
✓	8-5 phone support (Eastern Standard Time)
✓	Software updates and patches (if applicable)
✓	Web support

PROTECT YOUR INVESTMENT

For more information about our full portfolio of services, please contact your Thermo Electron representative.
Or visit our web site at www.thermo.com.



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