

## Service Agreements

### Thermo Scientific Mass Spectrometers

#### Thermo Scientific Products Covered:

- Prima 600S
- Prima  $\delta$ B
- Sentinel S
- Sentinel  $\delta$ B
- APIX  $\delta$ Q
- APIX Quattro
- APIMS  $\delta$ Q
- APIMS Quattro
- ProLab

	Warranty Period Upgrade	Post-Warranty Period Preventive	Advanced	Premium
<b>Technical Support Response</b> (Monday to Friday – 8 a.m. to 5 p.m., CST)	Priority	Priority	1 hour or sooner	1 hour or sooner <i>plus</i> extended coverage
<b>Preventive Maintenance (PM)</b>				
One (1) PM Visit Annually				
Travel and Expenses	Included	Included	Included	Included
On-Site Labor	Included	Included	Included	Included
PM Parts Required Grade 19 Oil, Filament & Oil Cartridge	N/A	Included	Included	Included
<b>Unscheduled Calls / Emergency Service</b>				
Response Time – Guaranteed	4 business days or sooner	4 business days or sooner	2 business days or sooner	Next business day
Travel and Expenses – Daily Rate	Included	Standard rates	Included	Included
On-Site Labor – Daily Rate	Included	Standard rates	Included	Included
Parts	Included	Standard rates	20% discount	Included
<b>Uptime—Guaranteed</b>	Contact factory	Contact factory	98%	98%
<b>Remote Diagnostics</b>	Included	Included	Included	Included
<b>Software</b>				
Updates and Configuration Support	Included	Included	Included	Included
<b>Service Agreement—Annual Pricing</b>				
**Same Site Multiple Unit Discount Available	Contact factory	Contact factory	Contact factory	Contact factory
<b>Service Agreement Options</b>				
Turbo & Rotary Pump Coverage	Included	Contact factory	Contact factory	Included
24 x 7 x 365 Technical Support	Contact factory	Contact factory	Contact factory	Included
On-Site Response Time Upgrade	Contact factory	Contact factory	Contact factory	N/A
Additional PM Visits	Contact factory	Contact factory	Contact factory	Contact factory

### Service Agreement Offerings

#### Warranty Upgrade

Make sure your equipment is running within specifications and under optimal conditions with our Warranty Upgrade. We will perform a minor preventive maintenance and tuning shortly after the commissioning of the equipment. With our Warranty Upgrade, you turn your equipment immediately over to us to assure its peak performance and reliability for your processes.

#### Preventive

Why wait for a failure to put your business in a crisis situation? Keep your system up and running

with a Preventive Service Agreement. It provides peace of mind through proactive, scheduled preventive maintenance visits performed by our factory-trained technicians and technical support staff during standard business hours. You also benefit from a priority response time for unscheduled call-outs for corrective maintenance / emergency service within four business days or sooner.

#### Advanced

Our Advanced Service Agreement includes faster onsite response times for emergency service (two days or sooner), preventive maintenance and one hour call back for technical support during normal business

hours. It also includes remote diagnostics, applicable software updates, discounts on parts, and includes travel and labor on unscheduled call-outs for corrective maintenance / emergency service.

#### Premium

When uptime is mission critical and you need support as quickly as possible, our all-inclusive Premium Service Agreement provides the fastest response time available for your area. This package also includes technical support with a one hour call back, unlimited emergency visits and remote diagnostic assessment, ensuring premium service for customers that demand the highest level of support.



# Thermo Scientific Mass Spectrometers

## Feature Definitions

### Technical Support

We will ensure telephone response by a technical specialist within the allotted time after your contact with one of our service representatives (i.e., one hour for premium agreements). Technical support is available during normal business hours, Monday through Friday, 8 a.m. to 5 p.m., CST.

### Preventive Maintenance

Scheduled service visit(s) include labor, travel and any consumable items used during the maintenance visit. The number of annual visits is dependent on the type of instrument and the application. Unless otherwise noted, the parts will include Grade 19 oil, filters, filament, and oil cartridge(s). It does not include Fomblin® oil. We request a three week lead time to schedule preventive maintenance.

### Unscheduled Call-Outs / Emergency Service

Depending on the type of contract, costs for a repair visit vary. Options for discounted service or an all-inclusive package are available.

### Remote Diagnostics

Our technical support staff will remotely access your equipment and make a preliminary assessment of any faults prior to dispatching a technician.

### Software Updates & Configuration

Software updates are available and will be provided when the technician is onsite performing the contractual PM or an unscheduled call-out for emergency service.

### Pump Coverage

Due to the nature of the pumps, these are not normally covered by the service agreements. However, for a small uplift, we can supply parts coverage on all of the pumps.

### Response Time

One of our technicians will be onsite within a defined time after the decision for a site visit is made and any commercial requirements are agreed to between the parties. If we fail to meet the Response Time, we will refund a portion of the contracted price.

### Response Time Upgrade

Faster onsite response time when your process is critical.

### Uptime—Guaranteed

Excluding our time onsite, we guarantee a defined percentage of uptime for the instrument over the term of the agreement.

### Management Review / Service History Report

Our specialists evaluate call activity, assess common problems and recommend proactive maintenance solutions to improve the availability of your instrumentation. A detailed summary of reported problems, site visits, response time and resolution will be provided.

## World-Class Service & Support

We design and manufacture a wide range of Thermo Scientific process analytical instruments, and we offer a variety of service agreement options for our process mass spectrometers. While the scope of work for preventive maintenance varies somewhat from one type of analyzer to the next, our high standards of service and support remain the same for all of our products.

### Protect the Process

We understand the importance of keeping your process and critical instruments up and running. In the field, instruments endure harsh operating environments and anything can happen. To ensure maximum uptime, we provide a range of service contract options, including preventive maintenance, technical assistance, timely information and applicable software updates. Be assured your process is protected.

### Peace of Mind

While you know your plant and what it takes to keep it running, we know our equipment and how to keep it in top operating condition. After all, we design and manufacture it. By selecting one of our service agreements, you control costs, manage risk, increase uptime and receive outstanding support. That's peace of mind.

**All of our technicians are  
factory trained and certified,  
as you would expect from  
an ISO Certified company.**

**Contact us today at  
+1 (800) 437-7979 for a quotation.**

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#### Process Instruments

Room 1010 - 1019  
Ping'an Mansion No. 23 Jinrong Street  
Xicheng Dist, Beijing 100032 CHINA

A-101, ICC Trade Tower, Senapati Bapat Road  
Pune 411016 Maharashtra, INDIA

Ion Path, Road Three, Winsford  
Cheshire CW7 3GA UNITED KINGDOM

1410 Gillingham Lane  
Sugar Land, TX 77478 USA

+86 (10) 5850-3588  
+86 (10) 6621-0847 fax

+91 (20) 6626 7000  
+91 (20) 6626 7001 fax

+44 (0) 1606 548700  
+44 (0) 1606 548711 fax

+1 (800) 437-7979  
+1 (713) 272-0404  
+1 (713) 272-4573 fax

[www.thermo.com](http://www.thermo.com)

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