

Products Covered

- SOLA
- SOLA II
- Flo-Cal

Service Agreements

Process Analyzers

	Warranty Period	Post-Warranty Period		
	Upgrade	Preventive	Advanced	Premium
Technical Support Response				
(Monday to Friday – 8am to 5pm, CST)	Priority	Priority	1 hour or sooner	1 hour or sooner <i>plus</i> extended coverage
Preventive Maintenance (PM)				
One (1) PM Visit Annually				
Travel and Expenses	Included	Included	Included	Included
On-site Labor	Included	Included	Included	Included
PM Parts Required	N/A	Included	Included	Included
Rotor Replacement				
Recommended Semi-Annually (SOLA Only)	Included	Not included	Not included	Not included
Unscheduled Calls / Emergency Service				
Response Time	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	20% Discount	Included
On-site Labor – Daily Rate	Included	Standard rates	20% Discount	Included
Parts	Included	Standard rates	20% Discount	Included
Remote Diagnostics	Included	Included	Included	Included
Software				
Updates and Configuration Support	Included	Included	Included	Included
Service Agreement—Annual Pricing				
**Same Site Multiple Unit Discount Available	Contact factory	Contact factory	Contact factory	Contact factory
Service Agreement Options				
Pump Coverage (Flo-Cal only)	Contact factory	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	Included
Additional PM Visits	Contact factory	Contact factory	Contact factory	Contact factory

Thermo designs, manufactures, and supports a wide range of process analytical instruments. The service agreement options described are applicable to a range of process mass spectrometers. The scope of work for the preventive maintenance performed will vary somewhat from one type of analyzer to the next; however, the standards of service and support remain the same for all products.

Protect the Process

Thermo understands the importance of keeping your mission critical instruments up and running with minimal downtime. All field instruments endure harsh operating conditions. Anything can happen. By providing service contract options, we are committed to maximizing uptime. We will support you with preventive maintenance, technical assistance, timely information, and applicable software updates. Your process is protected.

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 control costs, manage risk, increase uptime, and get great support. That's peace of mind.



Process Analyzers

Service Agreement Offerings

Warranty Upgrade

Make sure your equipment is running within specifications and under optimal conditions with our Warranty Upgrade. Not only will Thermo perform a minor preventive maintenance shortly after the commissioning of the equipment, but for the SOLA and SOLA II we will also perform the replacement of the rotor that is recommended every six months over the life of the equipment. With our Warranty Upgrade, you turn your equipment immediately over to Thermo 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

The 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; and discounts on parts, 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, we offer an all-inclusive Premium Service Agreement. This agreement provides you 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. The Premium Service Agreement is a great choice for customers that demand the highest level of uptime and factory support.

Feature Definitions

Technical Support

We will ensure telephone response by a technical specialist within the allotted time after your contact to a Thermo service representative (i.e., one hour for premium agreements). Technical support is available during normal business hours, Monday through Friday, 8am to 5pm, 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. Thermo requests 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

Thermo technical support 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 full coverage on all the pumps.

Response Time

A Thermo technician will be on site within a defined time after the decision for a site visit is made and any commercial requirements are agreed to between the parties.

Response Time Upgrade

Faster onsite response time when your process is critical.

Management Review / Service History Report

Thermo 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.

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

**Contact Thermo today at
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