

Products Covered

- SOLA
- SOLA II

Support Agreement

Thermo Scientific Process Analyzers

Our Parts and Technical Support. Your Skilled Labor.

Keep your Thermo Scientific SOLA or SOLA II in peak operating condition by utilizing the labor of your skilled analyzer technician along with our preventive maintenance (PM) parts and Technical Support Department. With this unique agreement, your staff is empowered to perform the recommended annual PM and quarterly rotor replacements as well as any necessary troubleshooting and repair. We will manage the timely shipment of your parts kit and replacement parts. In an effort to prevent unforeseen failures, our SOLA support specialists will also review the values on the annual PM data sheet your technician completes and make recommendations as needed to ensure maximum analyzer uptime.

In the event your bench needs to be replaced, this agreement also provides access to our Bench Swap Kit, including a factory certified new or refurbished bench assembly with tubing that can be switched immediately with the inoperable bench to get your process online with the least amount of downtime. In addition to this premium service, technical support notes, 24 x 7 technical support, next day emergency shipment of repair parts, and a variety of other services are offered, enabling your staff to efficiently conduct on-site maintenance and repair.

Technical Support

Response	2 hour call-back, 24 x 7
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Technical support engineering notes	Included
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Preventive Maintenance (PM)

On-site visit to perform PM	Not Included
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Annual PM parts	Included
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Checklist, procedure & management	Included
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Technical support review of PM	Included
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Rotor Replacement

Quarterly (one included in annual PM parts kit)	Included
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Unscheduled Calls / Emergency Service

Response time	3 business days
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Travel & expenses – daily rate	10% Discount
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On-site labor – daily rate	10% Discount
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Parts – next business day expedite fee	Included
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Remote Diagnostics

Technical support – PC-to-PC modem access	Included
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Training – maximum two students per Support Agreement

SOLA Training Class – 2 day (introductory)	10% Discount
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SOLA Training Class – 4 day (advanced)	20% Discount
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Support Agreement Options

On-site visit to perform PM	Contact Factory
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Bench Swap Kit	Contact Factory
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Support Agreement

Feature Definitions

Technical Support

Technical support is available by phone 24 hours-a-day, 7 days-a-week, 365 days-a-year to our Support Agreement customers. We will also provide technical support notes as released by our Engineering Department to provide valuable insight to the operation, servicing and maintenance of your instrument.

Preventive Maintenance (PM)

Upon determining an appropriate PM schedule for your instrument, our staff will ship the recommended annual PM parts along with the shutdown procedure, PM checklist and startup procedure. Once your technician completes the PM, our technical support specialist will review the acquired data and provide recommendations as needed to increase your uptime.

Annual PM Parts List (subject to change)

The following parts are included under our Support Agreement:

- Heater for pyrolyzer assembly
- Ferrules (2) for pyrolyzer tube fittings, graphite
- Pyrolyzer tube, looped
- Pyrolyzer, O-ring 5/8-in ID x 5/8-in OD, 1/8-in width
- Filter, inline 2 micron, 1/8-in tube connections
- Valve, sample injection, 4 port or 6 port, complete assembly
- UV flash lamp, if needed
- Thermocouple, if needed

Rotor Replacement

Quarterly rotor replacements will be provided. The first one to be replaced is within the valve. Subsequent rotor replacement mailouts will be issued along with the procedure on a quarterly basis.

Unscheduled Calls / Emergency Service

While parts needed for repair and/or onsite visits by one of our field service specialists are not included in the Support Agreement, the agreement provides a 10% discount for these items during the term. In addition, the expedite fee for parts that require same day shipment are waived under this agreement. If a field service specialist is requested for complex troubleshooting, we ensure a three business day response, once determination of the visit is made between your facility and our technical support specialist.

Remote Diagnostics

To facilitate troubleshooting and help you minimize downtime, Thermo Scientific software enables our technicians to conduct PC-to-PC remote diagnostics and troubleshooting via a modem. Contact our technical support staff for details.

Bench Swap Kit

In the event your bench becomes unusable, we will have a new or refurbished bench in stock that meets all factory specifications for next business day delivery to your facility. This Bench Swap Kit includes tubing, is only available under this Support Agreement and requires the old bench be returned with a RMA number to our facility. The old bench will be traded in and become the property of Thermo Fisher Scientific. The Bench Swap Kit is available at an additional charge and will be shipped overnight after receipt of your order.

Training

Thermo Fisher Scientific offers two training classes for the SOLA II. The technician performing troubleshooting and/or maintenance is required to attend at least one of these two classes.

Introductory Total Sulfur Analyzer Training for the SOLA II

This two-day course is designed to teach the fundamentals of the instrument, including its application, electronics, operating procedures, diagnostics, software, and basic maintenance and troubleshooting.

NEW

Advanced Total Sulfur Analyzer Training for the SOLA II

Designed for technicians with previous experience and/or working knowledge of the instrument, this four-day course provides an overview of the introductory class as well as extensive knowledge of the instruments' electronics/hardware, operating procedures, diagnostics, software, and advanced maintenance and troubleshooting. The course also covers utilization of data analysis for system optimization, contamination recovery and the optional WorkStation software. This course is geared toward the technician who is responsible for maintaining the instrument.

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

Contact us today for a quotation.

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